



Motor Carrier Services

Division Tracker

Measures of Divisional Performance



April 2010

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Safe Transportation System

Number of compliance reviews conducted

Motor Carrier Services Director: Jan Skouby

Data Driver: Jeff Payne, Transportation Program Manager

Purpose:

This measure tracks the number of rated compliance reviews conducted by MoDOT Motor Carrier Services investigators. MCS uses the information to verify motor carriers' compliance with the Federal Motor Carrier Safety Regulations. The results of the CR may result in the initiation of an enforcement action. It is intended that through education, heightened safety regulation awareness, and enforcement effects of the CR, motor carriers will improve the safety of their commercial vehicle operations and ultimately reduce crashes.

Description:

A CR is an onsite examination of motor carrier operations, such as driver's hours of service, vehicle maintenance and inspection, driver qualification, controlled substance and alcohol testing, commercial driver's license requirements, financial responsibility, accidents, hazardous materials and other safety and transportation records to determine a motor carrier's safety fitness. A security contact review focuses on hazardous materials compliance. A CR is conducted to investigate potential safety violations, complaints or to respond to a carrier's request for a change in safety rating.

The chart shows the number of CRs conducted per quarter and safety ratings issued to motor carriers. The Federal Motor Carrier Administration established a safety fitness standard that a motor carrier must meet to obtain a satisfactory safety rating. The rating process evaluates safety fitness and assigns one of three ratings to motor carriers operating in interstate or intrastate commerce: satisfactory, conditional or unsatisfactory. An unsatisfactory or conditional rating identifies motor carriers that need to improve their compliance with the FMCSRs and applicable Hazardous Material Regulations. To obtain a satisfactory safety rating, a motor carrier must demonstrate that it has adequate safety management controls in place to ensure acceptable compliance with safety requirements.

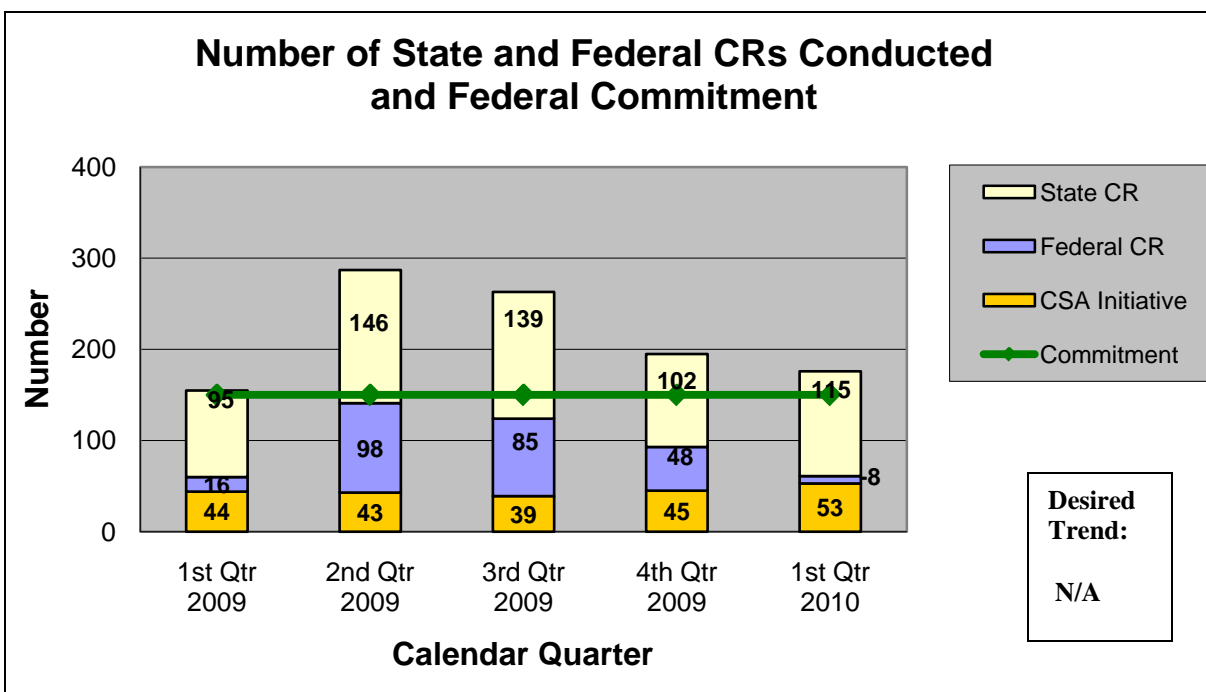
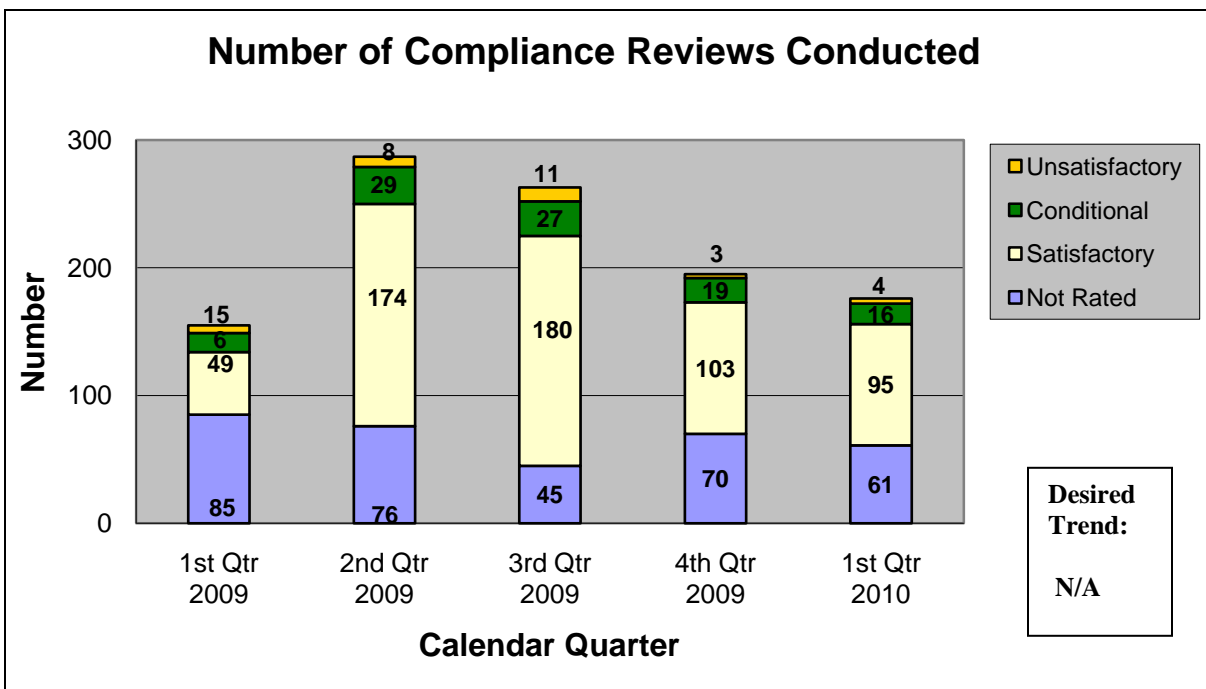
The federal commitment is what MCS contracts with FMCSA to complete during the federal fiscal year. State CRs conducted in conjunction with federal safety audits and FMCSA Comprehensive Safety Analysis 2010 investigations are not issued safety ratings. The objective of CSA 2010 initiative is to develop and implement more effective and efficient ways to reduce commercial motor vehicle crashes, fatalities, and injuries. CSA 2010 provides opportunities to contact more carriers and drivers, use improved data to better identify high-risk carriers and drivers, and apply a wider range of interventions to correct high-risk behavior.

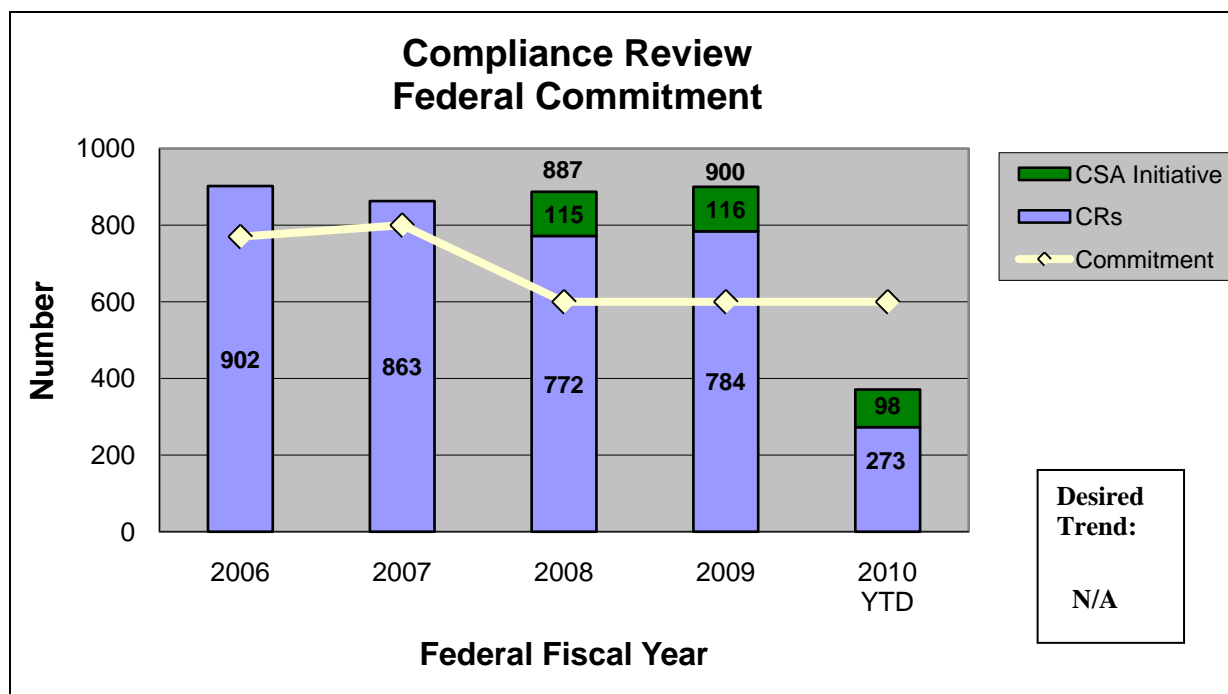
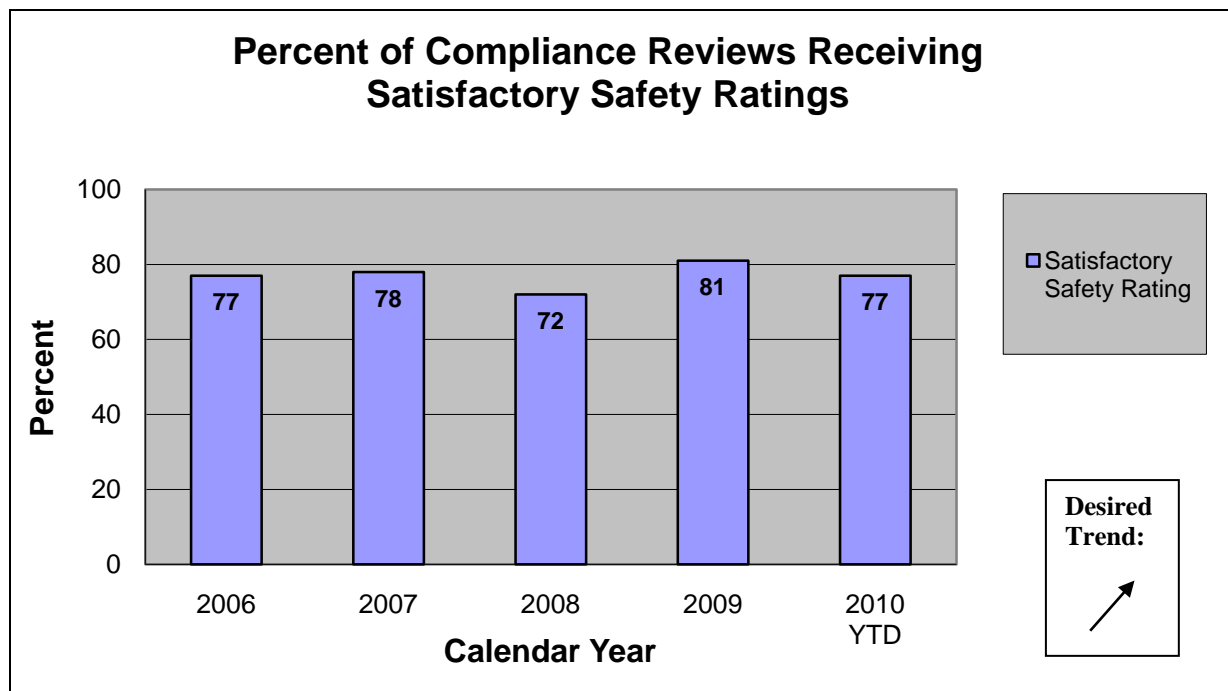
Non-rated CRs are a result of state CRs conducted in conjunction with federal safety audits and participation in the federal CSA 2010 initiative. The non-rated CRs are evaluated for compliance but are not issued safety ratings.

Efforts to improve motor carrier safety include coordinated safety activities of MoDOT, the Missouri State Highway Patrol, the FMCSA and the Kansas City and St. Louis police departments. MCS efforts include carrier safety and hazardous materials training, interactive Internet-based compliance tools and pamphlets designed to inform and educate the motor carrier industry about motor carrier safety regulations.

Improvement Status:

During the first quarter of 2010, 176 CRs were completed. This is a decrease of 19 from the fourth quarter of 2009, but an increase of 21 compared to the same quarter last year. Federal CR numbers appear lower than normal, outside the scope of CSA2010 reviews. This notable decrease is in part due to an increased focus on the Missouri SafeStat list, as well redirection from FMCSA on making the CR assignments to the State. Overall, completed CRs exceeded quarterly goals, and are on track to meet grant commitments. The federal CR commitment for federal fiscal year 2010 is 600. The number of motor carriers receiving satisfactory ratings stands around 77 percent for the past 4 years. The 2010 year-to-date data indicate a satisfactory rate of 77 percent.





Safe Transportation System

Number of safety audits conducted

Motor Carrier Services Director: Jan Skouby

Data Driver: Jeff Payne, Transportation Program Manager

Purpose:

This measure tracks the number of rated safety audits conducted by MoDOT Motor Carrier Services investigators. MCS uses the information to verify new entrant motor carriers' compliance and knowledge of the Federal Motor Carrier Safety Regulations. During an SA, an investigator provides educational and technical safety assistance.

Description:

A safety audit is an examination of a new motor carrier's operations. MCS investigators review the operational requirements of the FMCSRs and applicable Hazardous Material Regulations and gather critical safety data needed to make an assessment of the carrier's safety performance and basic safety management controls. Safety audits do not result in safety ratings. An SA is primarily conducted at a location determined by the investigator and consists of specialized questions that determine if the motor carrier has established or exercises basic safety management controls. Performance-based information, when available, is used to evaluate the carrier's compliance with vehicle regulations. Recordable accident information is also collected. The SA is a non-enforcement educational opportunity for the new carrier.

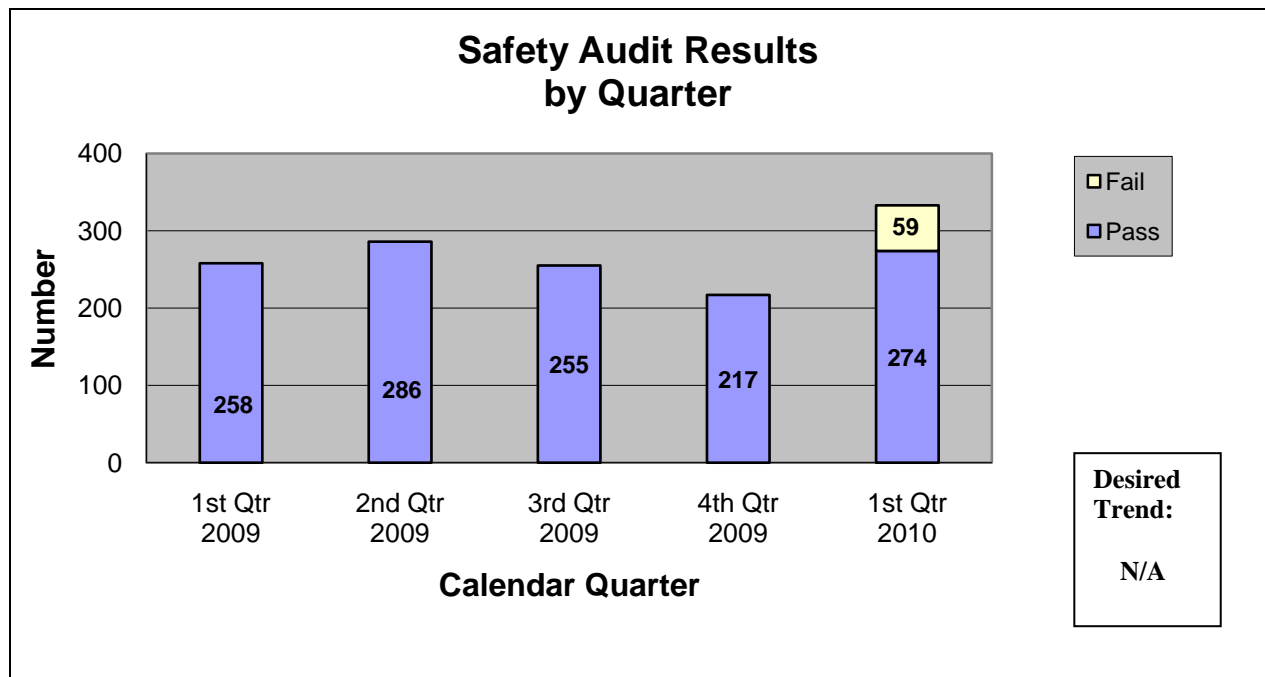
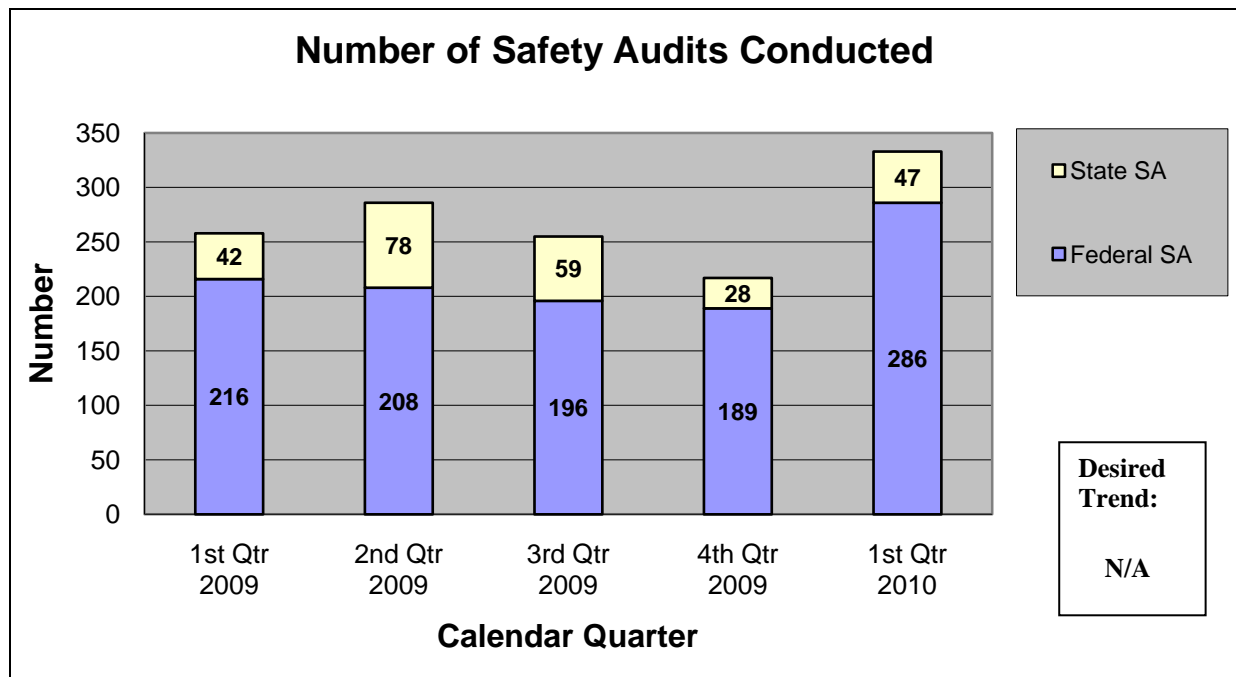
The chart below shows the number of SAs conducted per quarter together with the outcome of the safety audit. A pass or fail designation is issued to a motor carrier upon completion of the SA and indicate the new motor carrier's understanding of the FMCSRs and level of compliance at the time of the safety audit.

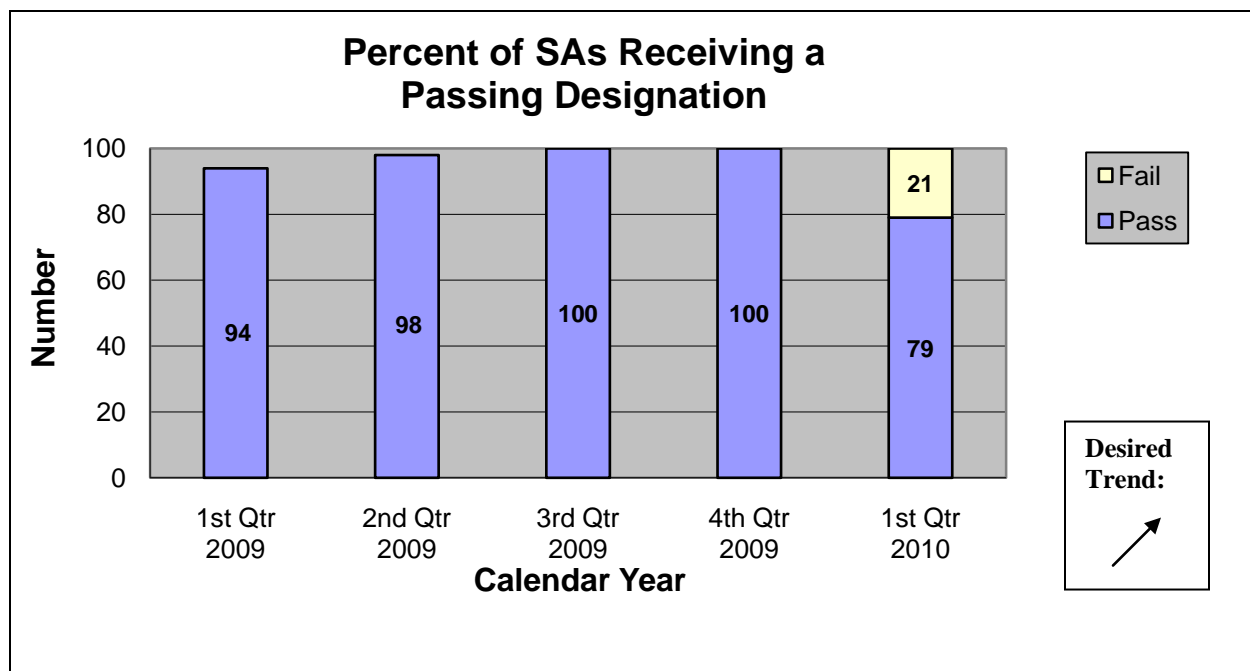
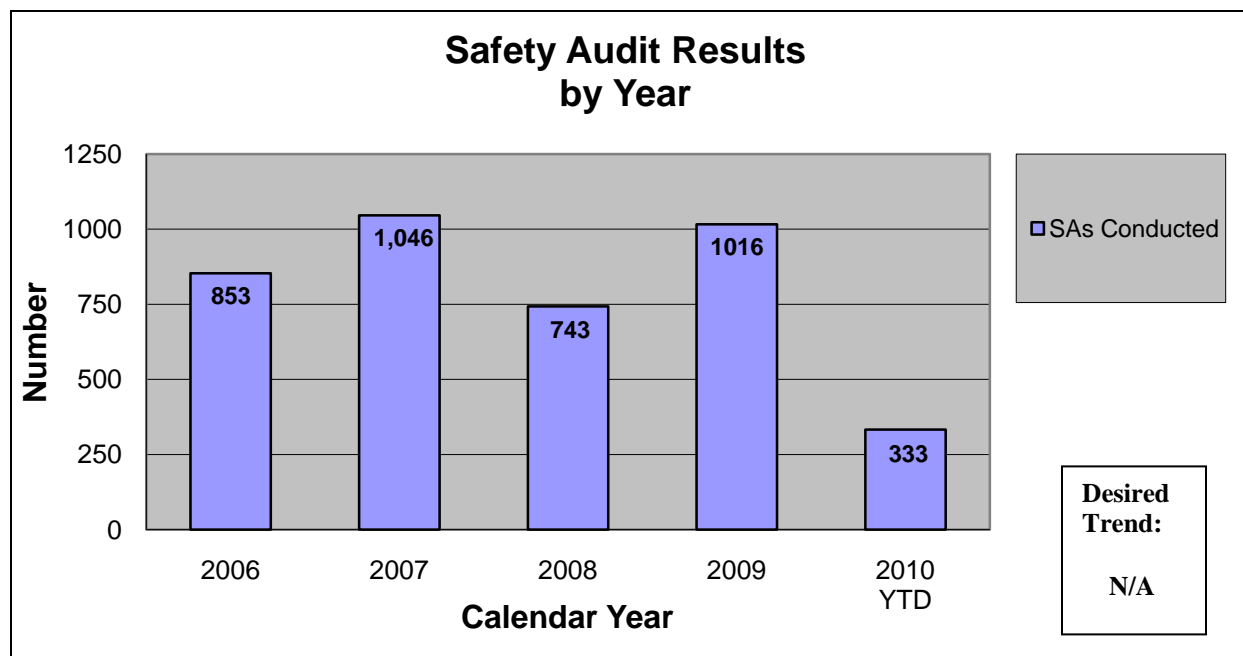
Improvement Status:

During the first quarter of 2010, 333 SAs were conducted. This is an increase of 116 SAs from the fourth quarter of 2009. This increase can be attributed to an increased focus on Federal New Entrant Safety Audits, due to the inability to perform those Safety Audits between mid-month December 2009, and early part of January 2010. *

FMCSA implemented a revised New Entrant Program on February 17, 2009. Enforcement of the program began in mid-December 2009. The first quarter data shows a substantial increase in the amount of "Failed" safety audits, an expected result of the changes to the new entrant program. Prior to implementation the federal program, there were no recorded "failed" federal safety audits. During the first quarter of 2010, 21 percent of federal safety audits resulted in a failure. MCS continues to focus safety efforts on educating new carriers thru SafeStart outreach programs, interactive Internet-based compliance tools and pamphlets designed to inform and educate the motor carrier industry about motor carrier safety regulations. MoDOT has also coordinated safety efforts with the Missouri State Highway Patrol, the FMCSA and the Kansas City and St. Louis police departments.

**Mobile Client Application was distributed by the Federal Motor Carrier Safety Administration on December 12, 2009. Flaws in the software prevented entry of federal safety audit information. As a result, no safety audits were completed for carriers with a New Entrant entry date of February 17, 2009, or later during the last two weeks of the calendar year.*







Safe Transportation System

Percent of reports approved by the FMCSA

Motor Carrier Services Director: Jan Skouby

Data Driver: Jeff Payne, Transportation Program Manager

Purpose:

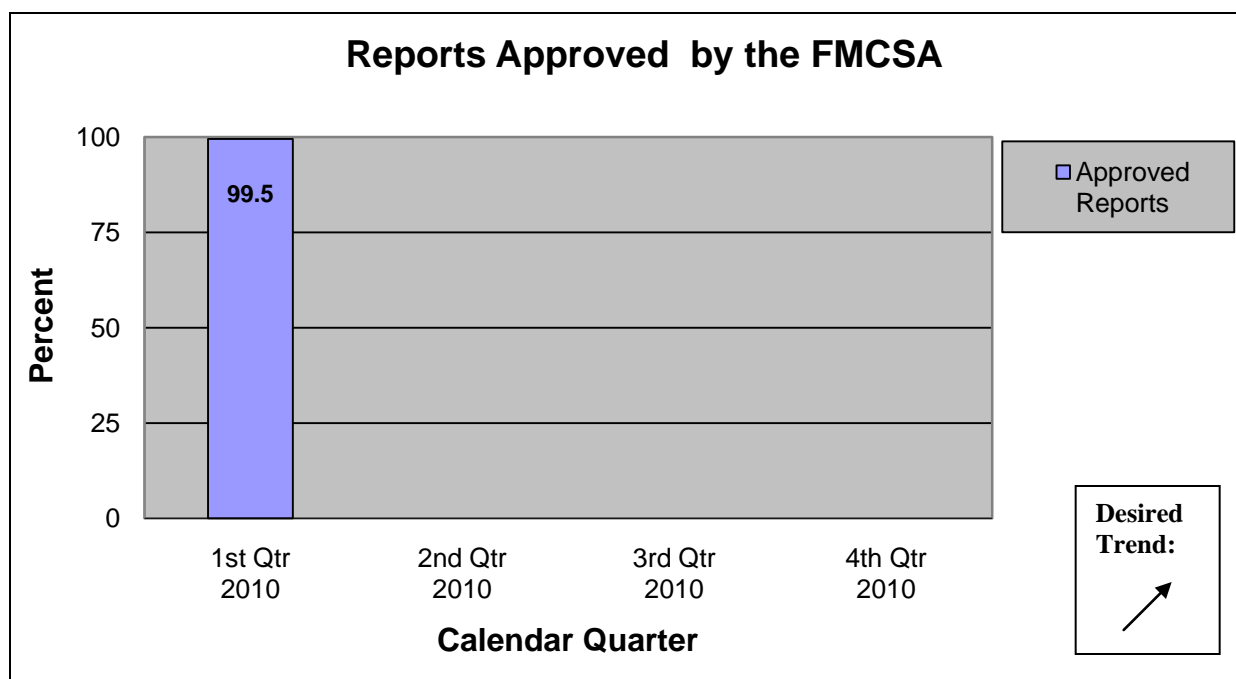
This measure tracks the percentage of federal compliance review and safety audit reports completed by Motor Carrier Services and submitted to the Federal Motor Carrier Safety Administration that are approved without errors. MCS uses the information to monitor the quality of reports submitted to the FMCSA.

Description:

MCS conducts federal compliance reviews and safety audits of interstate motor carriers and generates electronic reports. The results of investigations are then submitted to FMCSA for review and further action, such as issuing safety ratings for CRs and pass or fail designations for SAs. Because the actions taken by FMCSA may result in severe consequences to the motor carrier, it is imperative that the CR and SA reports are thorough and accurate.

Improvement Status:

MCS staff conducted 408 federal CR and SA reports in the first quarter of 2010. The review process involves the investigator generating the report, the investigator's field supervisor and the corresponding program manager. Of the 408 federal reports submitted, 406 or 99.5 percent were approved by the FMCSA.



Safe Transportation System

Number of terminal safety inspections conducted

Motor Carrier Services Director: Jan Skouby

Data Driver: Kathy Hatfield, Motor Carrier Investigations Specialist

Purpose:

This measure tracks terminal safety inspections conducted by MoDOT Motor Carrier Services Safety and Compliance team.

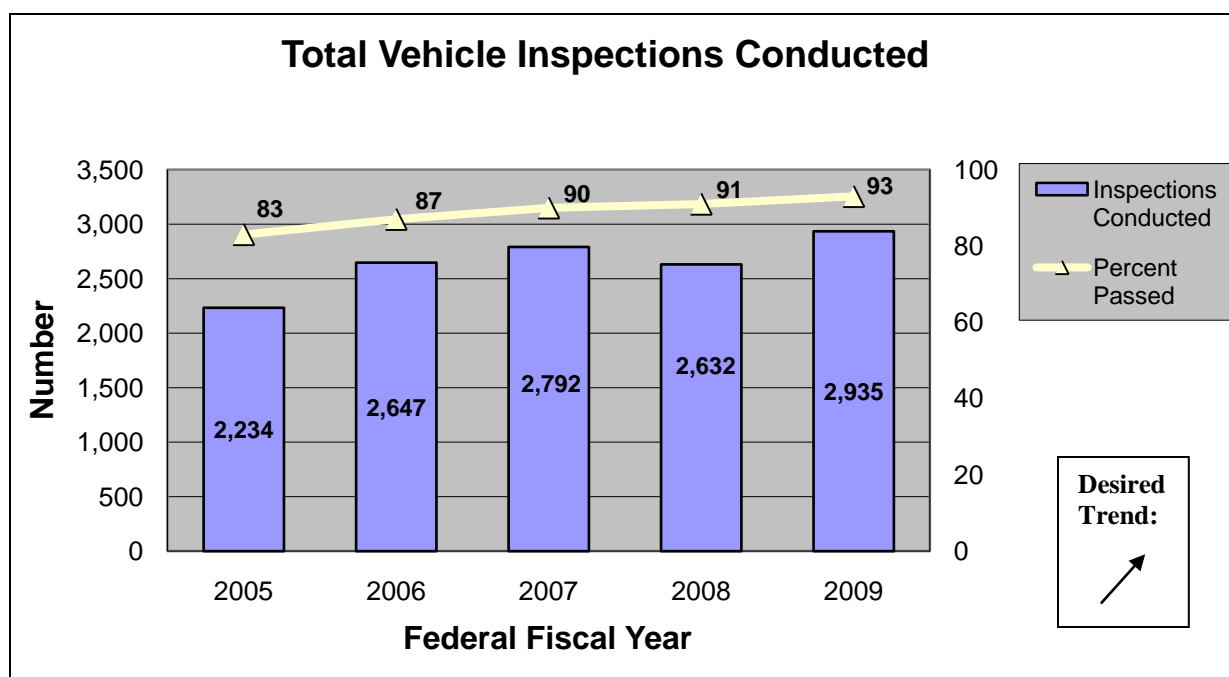
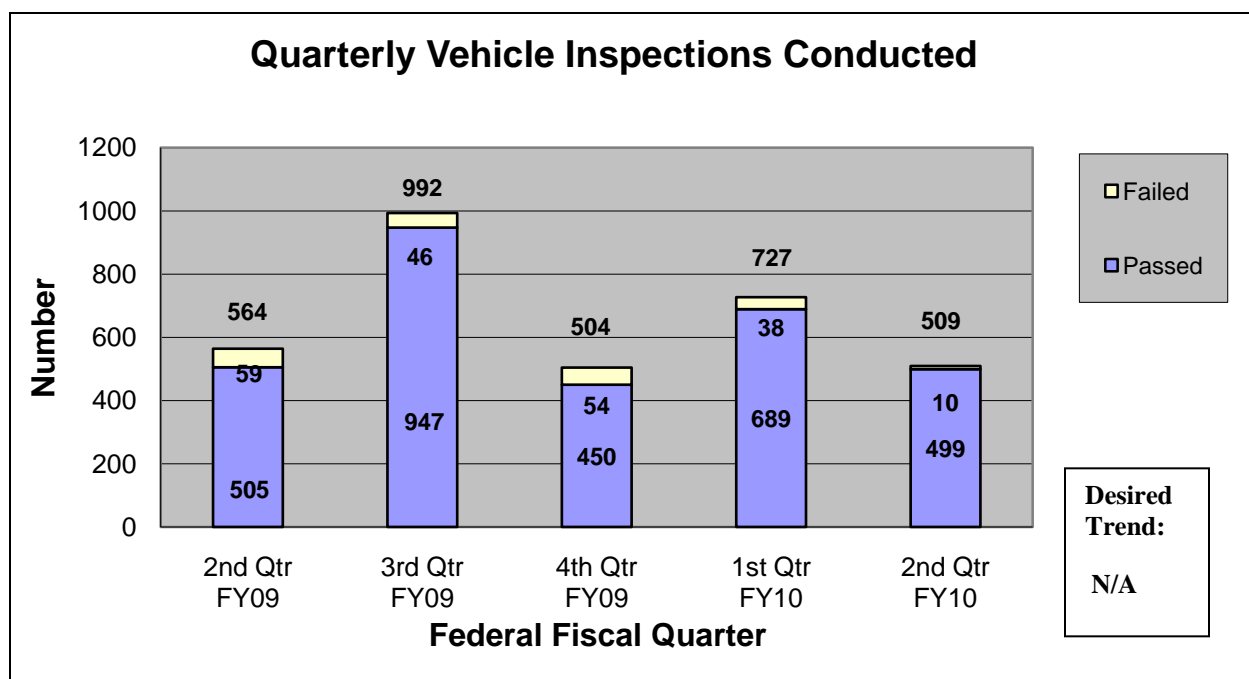
Description:

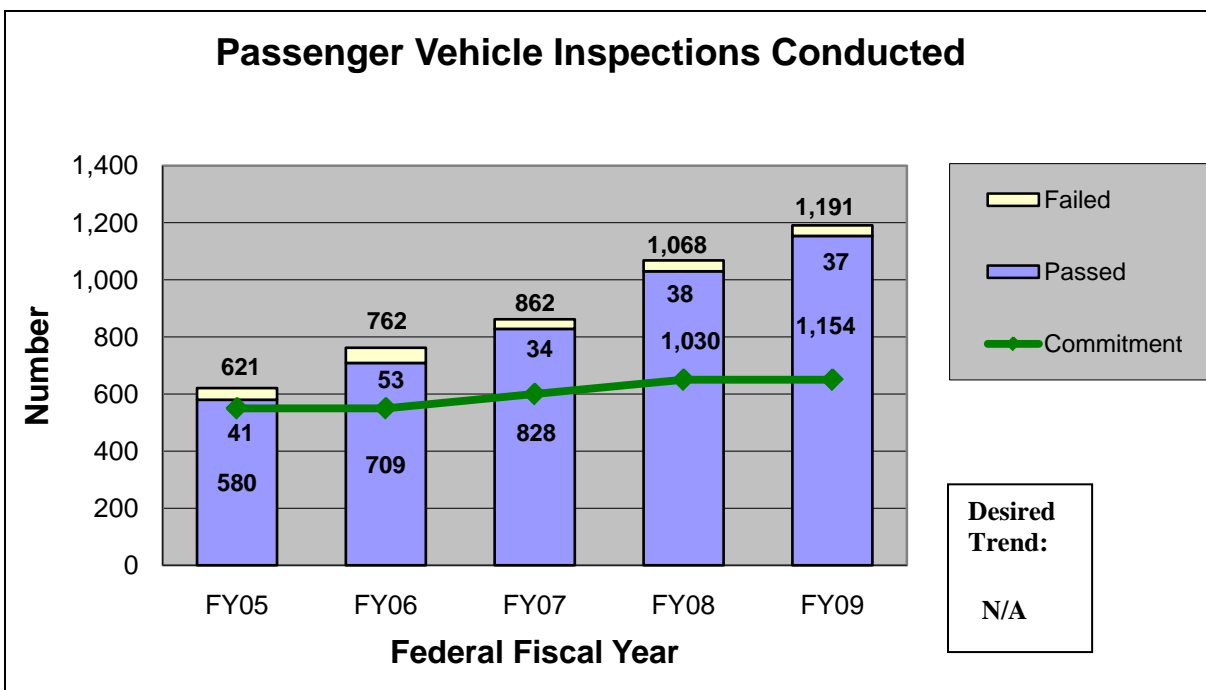
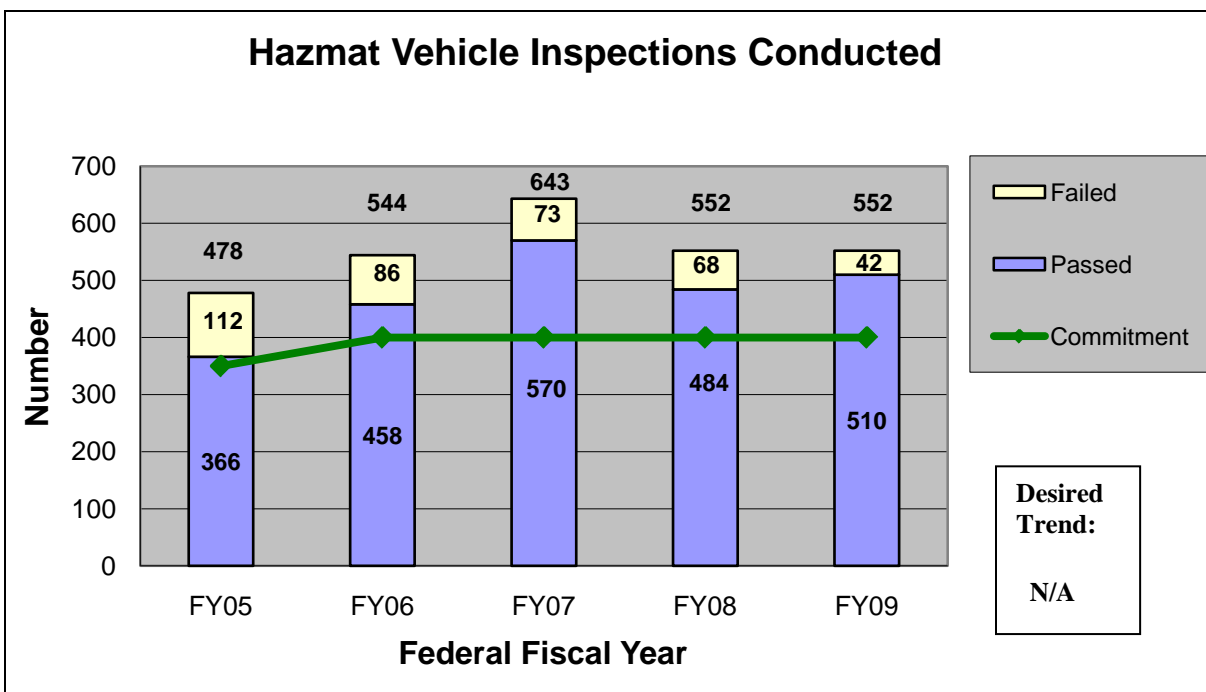
Terminal safety inspections are examinations of motor carriers' commercial motor vehicles. They are performed at a fixed terminal or destination facility and consist of an examination of a driver's hours of service, commercial driver's license requirements, medical examiner's certificate, skill performance evaluation certificate (if applicable), operating authority, financial responsibility, vehicle maintenance, hazardous materials and other transportation records. The inspection assesses the compliance of a company's motor vehicles and/or its drivers with Federal Motor Carrier Safety Administration safety, economic and hazardous materials regulations. The weather, number of complaints received and conducted, new entrant motor carrier applications and ongoing training requirements affect the number of TSIs conducted per quarter.

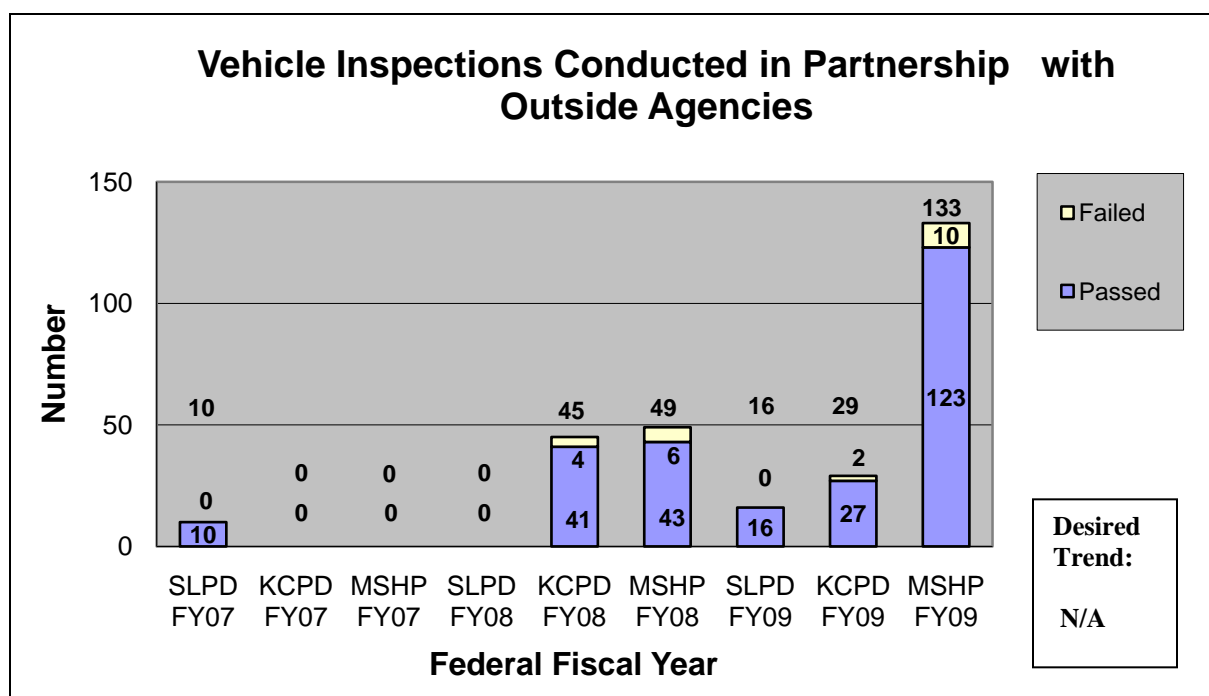
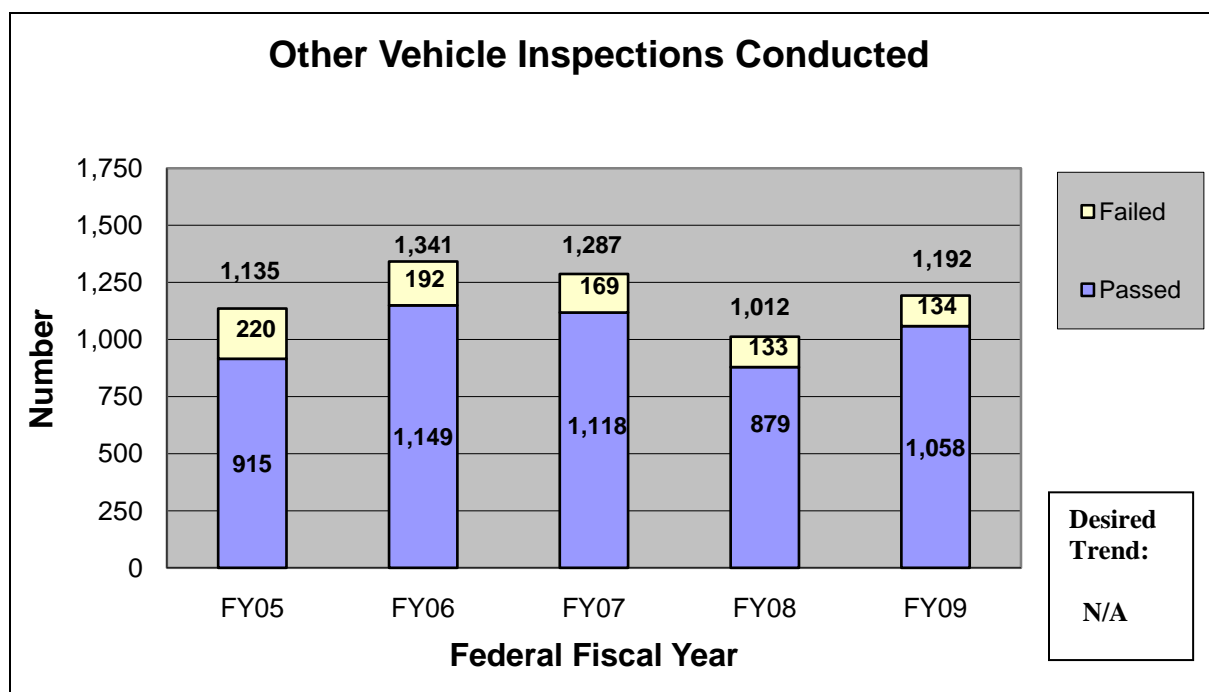
The first chart shows the number of TSIs conducted per quarter and the percent that passed inspection. Additional charts report the number of inspections conducted on hazardous material, passenger and other vehicles versus MoDOT's Commercial Vehicle Safety Plan commitment. A "passed" designation is issued following a Commercial Vehicle Safety Alliance North American Standard commercial motor vehicle inspection process when no critical vehicle inspection item violations are discovered. The "failed" designation is issued when violations cause the vehicle to be placed out of service.

Improvement Status:

In the second quarter of fiscal year 2010, Motor Carrier Services conducted 509 terminal safety inspections. This is a decrease of 55 inspections compared to the second quarter of fiscal year 2009, due to winter weather and a focused effort on safety audits. Many of the safety-audited motor carriers had multiple previous safety inspections. Of the 2,935 vehicles inspected in 2009, 93 percent passed.







Safe Transportation System

Number of intrastate PRISM carriers that become compliant with safety regulations

Motor Carrier Services Director: Jan Skouby

Data Driver: Darrell Colvin, Motor Carrier Investigations Specialist

Purpose:

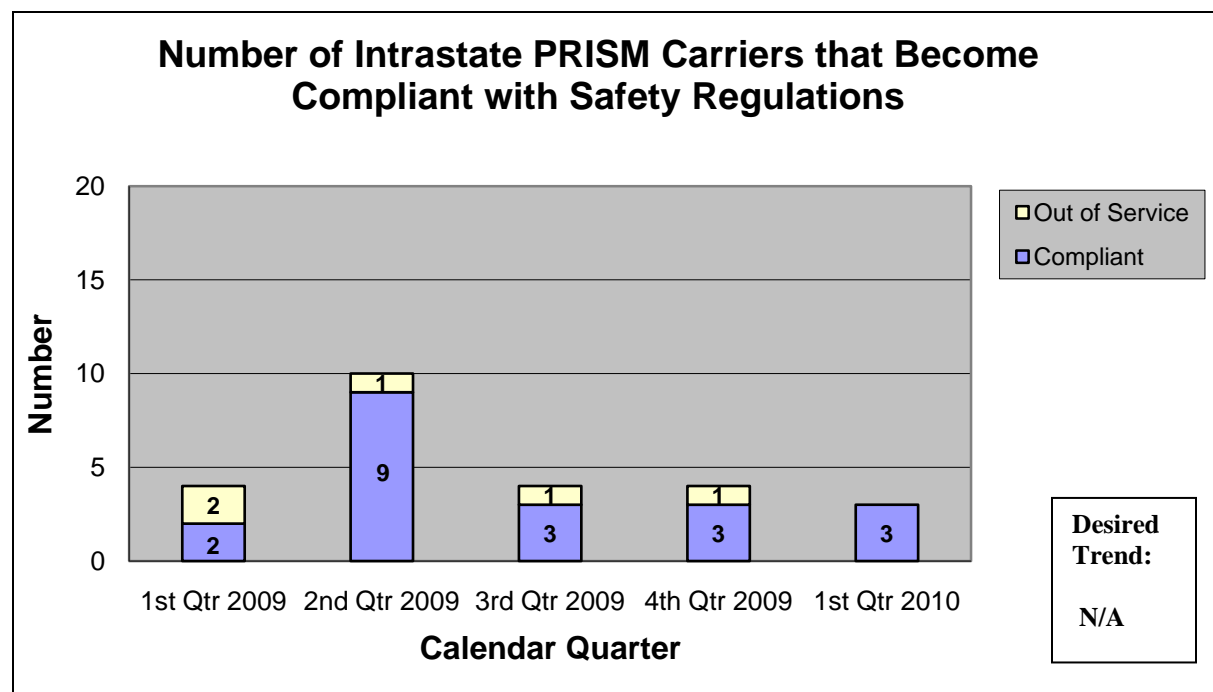
This measure tracks the number of intrastate motor carriers that receive an unsatisfactory safety rating and enter the Missouri intrastate Performance and Registration Information System Management program. This measure also tracks carriers in the PRISM program that do not attain an improved safety rating and are placed in an intrastate out-of-service status by MoDOT Motor Carrier Services.

Description:

On June 1, 2007, MoDOT implemented the PRISM program. State investigators identified intrastate motor carrier companies with unsatisfactory safety management practices and notified them that they had 60 days to improve their safety management practices and safety rating. Carriers that transport placardable amounts of hazardous materials or passengers and are rated unsatisfactory have 45 days to improve their management practices and safety rating. Within the improvement period, the carrier must request a follow-up compliance review. They must achieve a conditional or satisfactory rating to be removed from PRISM. If the carrier earns a second unsatisfactory rating, an out-of-service order is issued. An out-of-service carrier must turn in their license plates, registration certificates, permits and other credentials. They cannot operate in Missouri and are placed back in service only after they demonstrate improved safety management practices.

Improvement Status:

During the first quarter of 2010, three intrastate carriers were placed in the intrastate PRISM program. All carriers became compliant with the Federal Motor Carrier Safety Regulations, improving their safety rating. None were placed intrastate out-of-service during the first quarter.



Safe Transportation System

Number of interstate carriers placed out-of-service and issued a license suspension order

Motor Carrier Services Director: Jan Skouby

Data Driver: Darrell Colvin, Motor Carrier Investigations Specialist

Purpose:

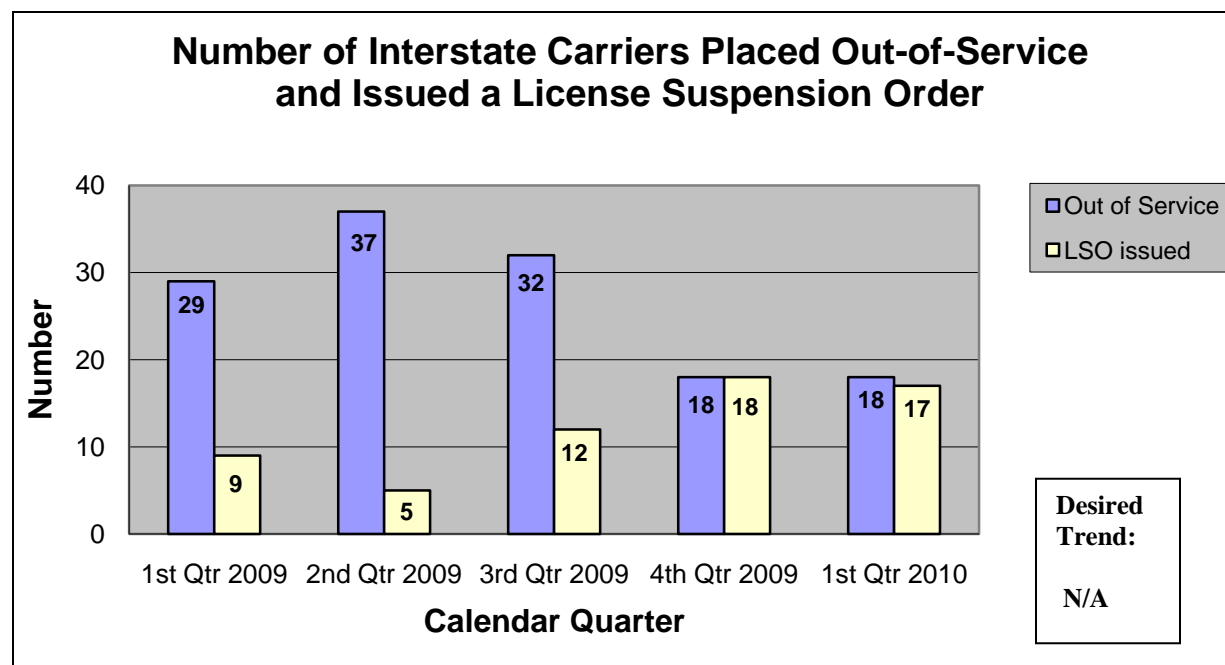
This measure tracks the number of interstate motor carriers that are placed out-of-service by the Federal Motor Carrier Safety Administration and enter the Missouri interstate Performance and Registration Information System Management program. This measure also tracks carriers in the interstate PRISM program that are issued a license suspension order by MoDOT Motor Carrier Services.

Description:

On October 1, 2007, MoDOT implemented the interstate PRISM program, retroactive to January 1, 2007. The FMCSA sent MCS investigative personnel federal out-of-service orders for Missouri-based carriers. Missouri-based carriers were placed interstate out-of-service for one or more of the following reasons: failing new entrant safety audit, failing to pay federal fines, not allowing federal safety audit to be conducted, final unsatisfactory safety rating and being declared an imminent hazard. When a federal out-of-service order is issued, MCS issues the carrier a license suspension order. An out-of-service carrier must turn in their license plates, registration certificates, permits and other credentials. They cannot operate in interstate commerce and are placed back in service only after the federal out-of-service order and license suspension order are rescinded. On the 15th of each month an out-of-service carrier activity list is obtained from the Motor Carrier Management Information System, which identifies Missouri-based interstate OOS carriers that operate without authority.

Improvement Status:

During the first quarter of 2010, MCS Safety and Compliance received out-of-service orders for 18 interstate motor carriers placed out of service by the FMCSA. Seventeen out-of-service carriers were identified and issued license suspension orders. One carrier was reinstated by the FMCSA before the license suspension order was issued, requiring no further action from MCS. The 17 license suspension orders issued include: two orders to unsatisfactorily rated carriers, two orders to carriers that owe federal penalties, and 13 orders to new entrant carriers.



Personal, Fast, Courteous And Understandable Response To Customer Requests (Inbound)

Average phone queue time and calls

Motor Carrier Services Director: Jan Skouby

Measurement Driver: Diana Stickler, Motor Carrier Services Support Supervisor

Purpose of the Measure:

This measure tracks the number of phone calls received and the length of time calls are held in the phone queue via the CISCO phone system for the Motor Carrier Services Compliance Communication Center programs, International Registration Plan, Oversize Overweight, Operating Authority and the Unified Carrier Registration. The desired trend is to reduce the initial time that a customer is on hold in the phone queue. Reduction of the customer initial hold time means more calls should receive a response.

Description:

Phone data is collected monthly from the CISCO WebView Reporting System for all CCC programs. The goal is to keep call hold time to a minimum. Wireless phone headsets allow agents greater mobility throughout the office resulting in faster retrieval of phone calls. Agents are encouraged to process phone calls accurately and with all necessary information, so as to complete transfer of knowledge to the motor carrier customer.

Improvement Status:

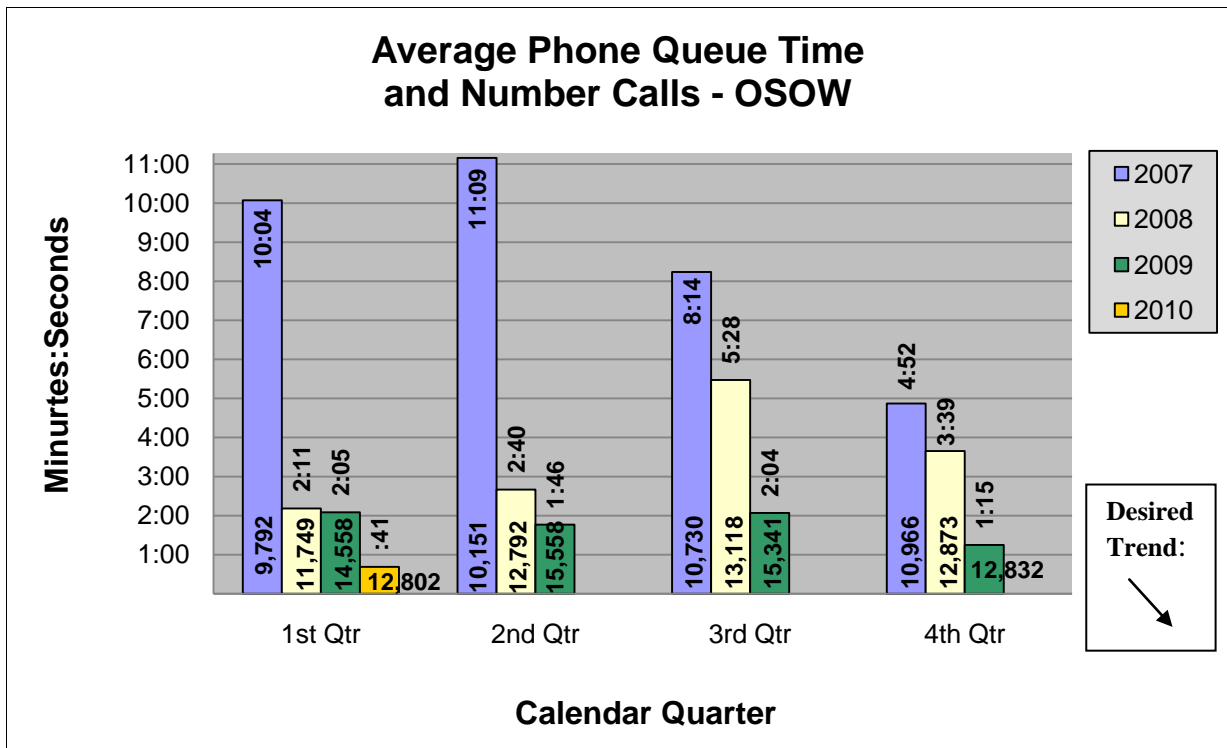
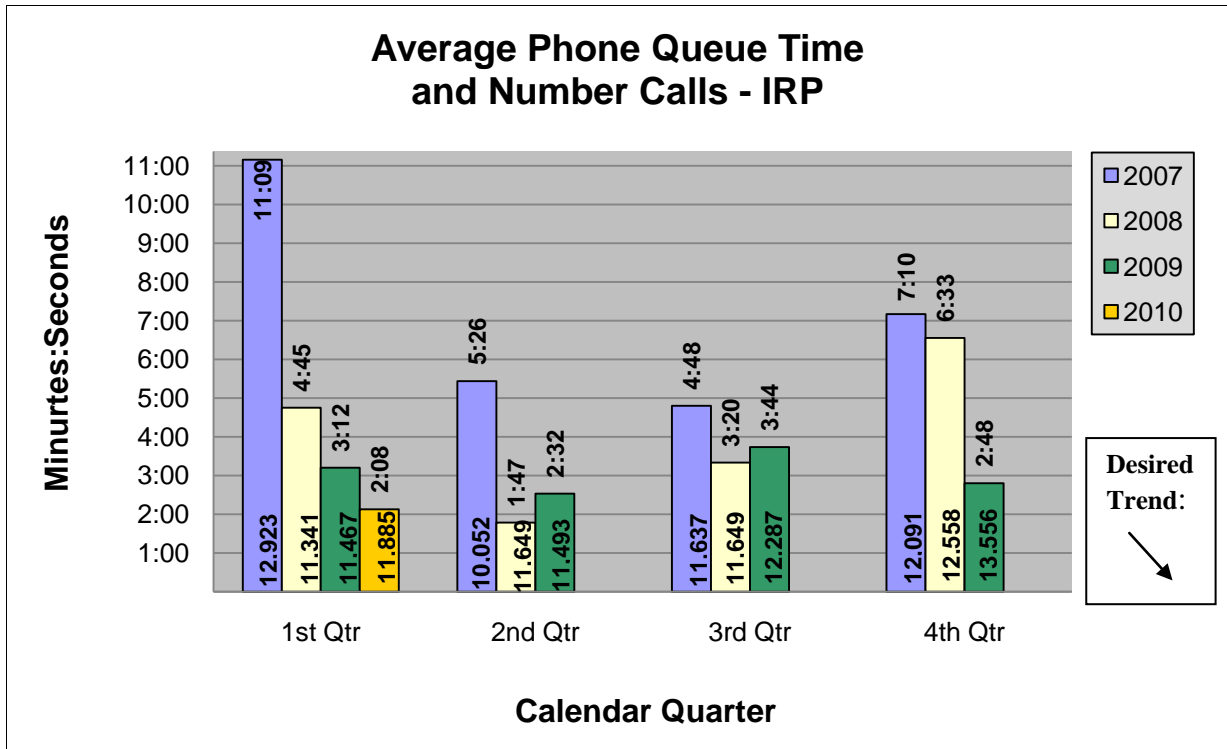
The UCR program queue began in December 2008 therefore only a two year comparison is available.

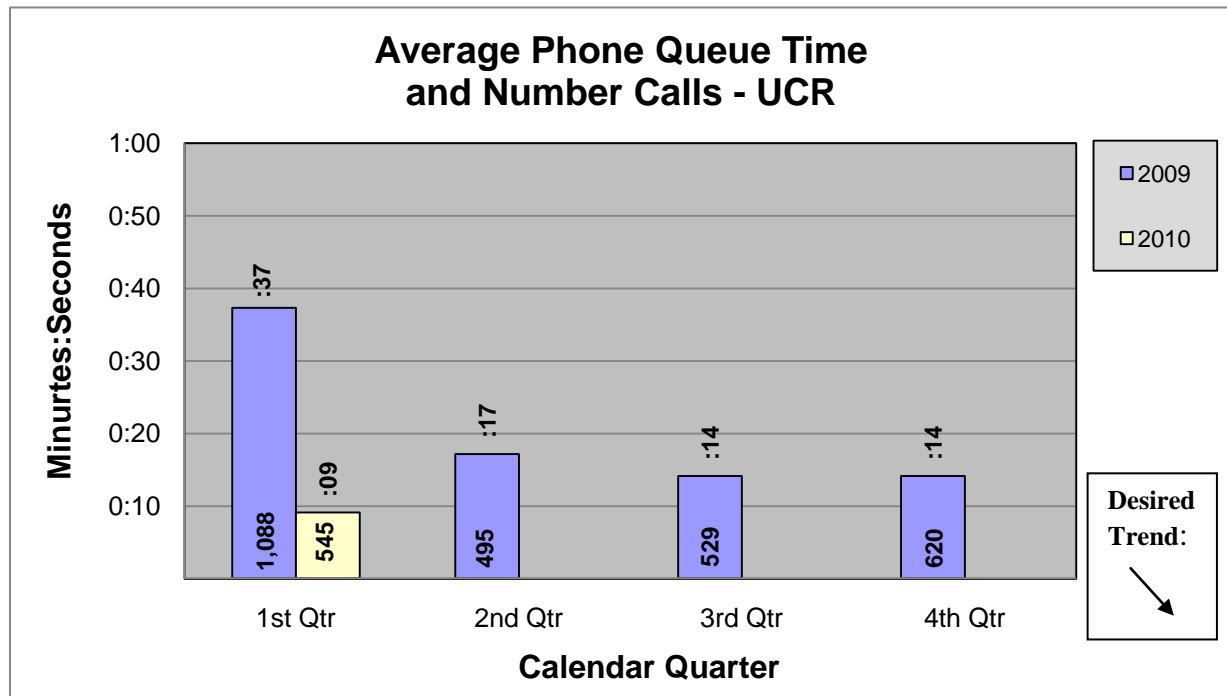
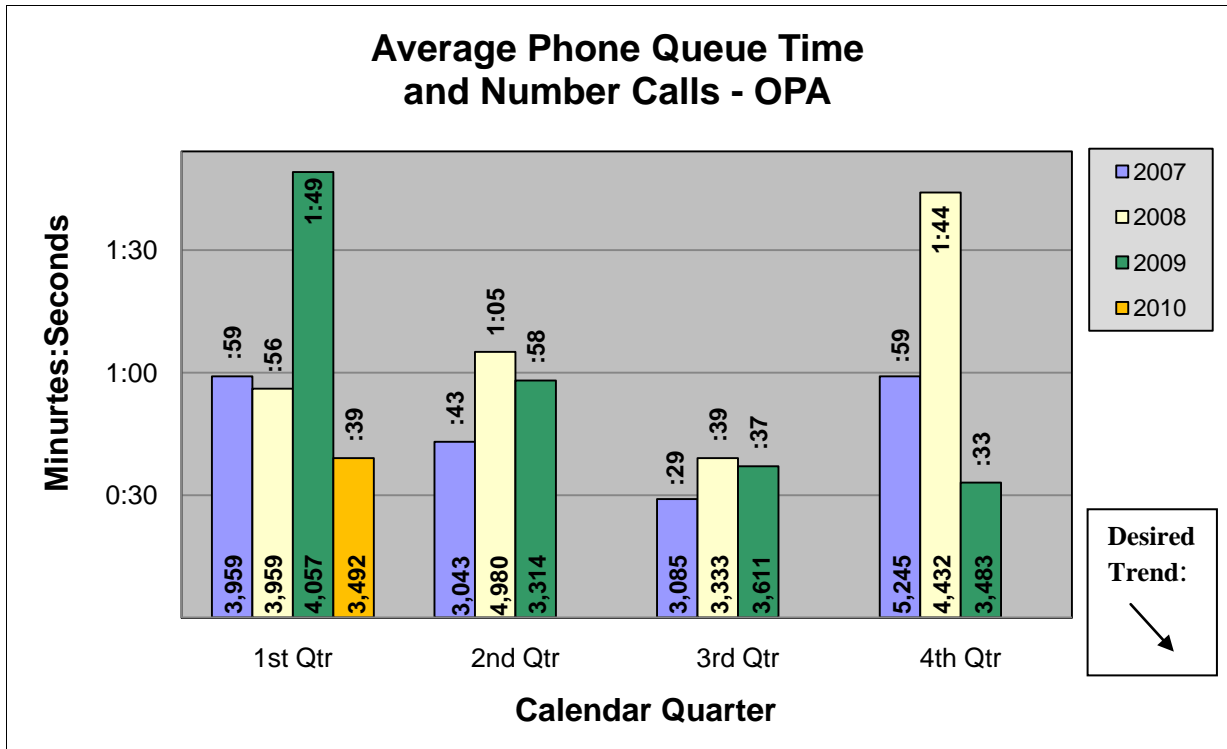
From first quarter 2007 to first quarter 2010 IRP average phone queue time decreased from 11:09 to 2:08. This is a reduction of 9:01 minutes or 80.9 percent. The number of calls processed decreased by 8 percent or 1,038 calls. From first quarter 2009 to first quarter 2010 IRP average phone queue time decreased by 33.3 percent or 1:04 minutes and the number of calls increased by 3.6 percent or 418 calls.

From first quarter 2007 to first quarter 2010 OSOW average phone queue time decreased by 93.2 percent, however, the number of calls processed increased by 30.7 percent.

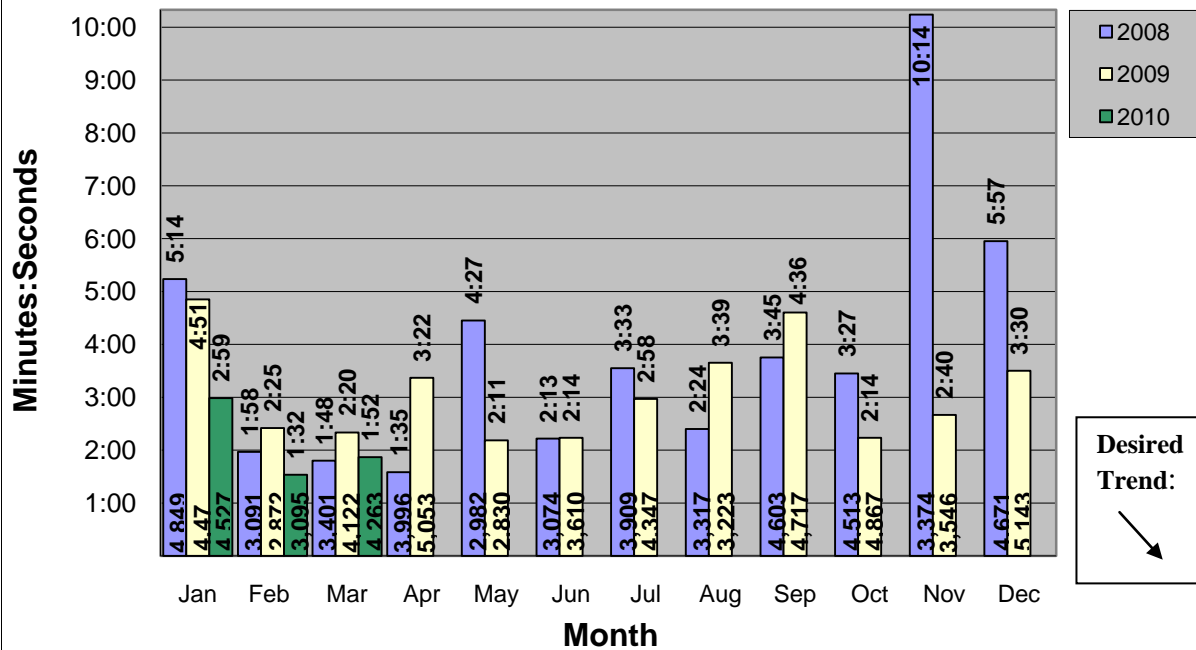
OPA experienced a decrease of 565 calls, or 13.9 percent in the first quarter of 2010 as compared to the first quarter 2009. The decrease in the number of calls is due to the undetermined UCR fees for 2010. Although a separate phone queue has been established for UCR, the OPA phone queue receives transferred calls on UCR questions other agents are unable to answer. The average queue time also decreased by 1:10 minutes or 64.2 percent. The decrease in queue time is a result of fewer calls and more trained agents to answer incoming calls in 2010.

UCR experienced a decrease of 543 calls, or 49.9 percent in the first quarter of 2010 as compared to the first quarter of 2009. This is a result of 2010 fees not being established for UCR. The average queue time also decreased by 29 seconds or 75.7 percent as a result of the reduced volume of calls.

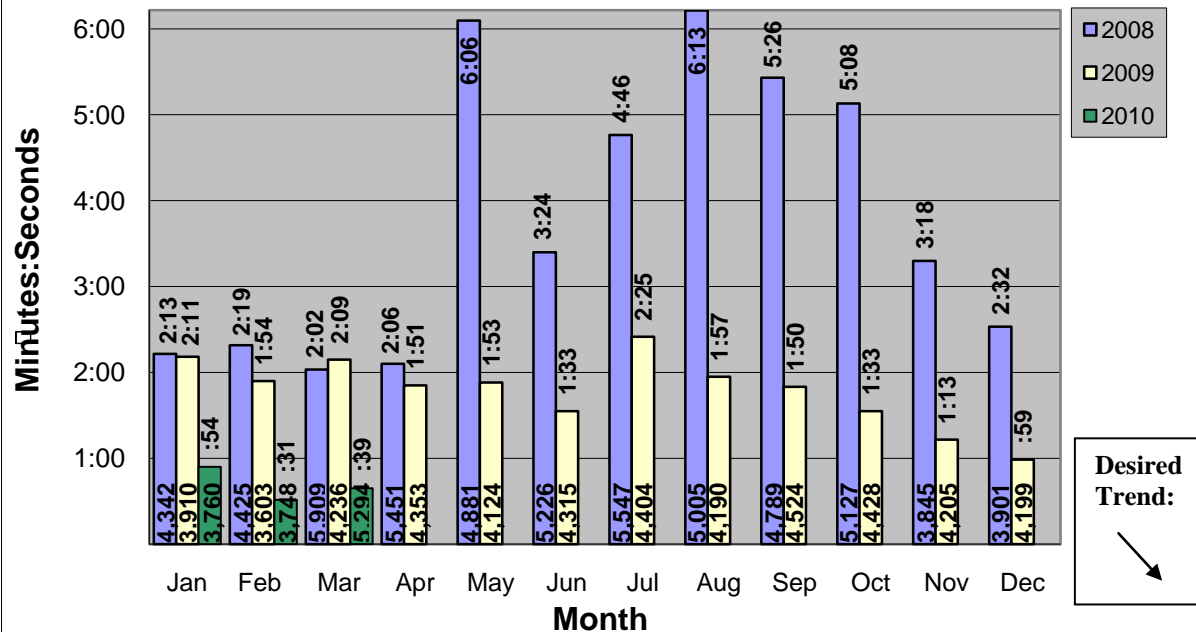


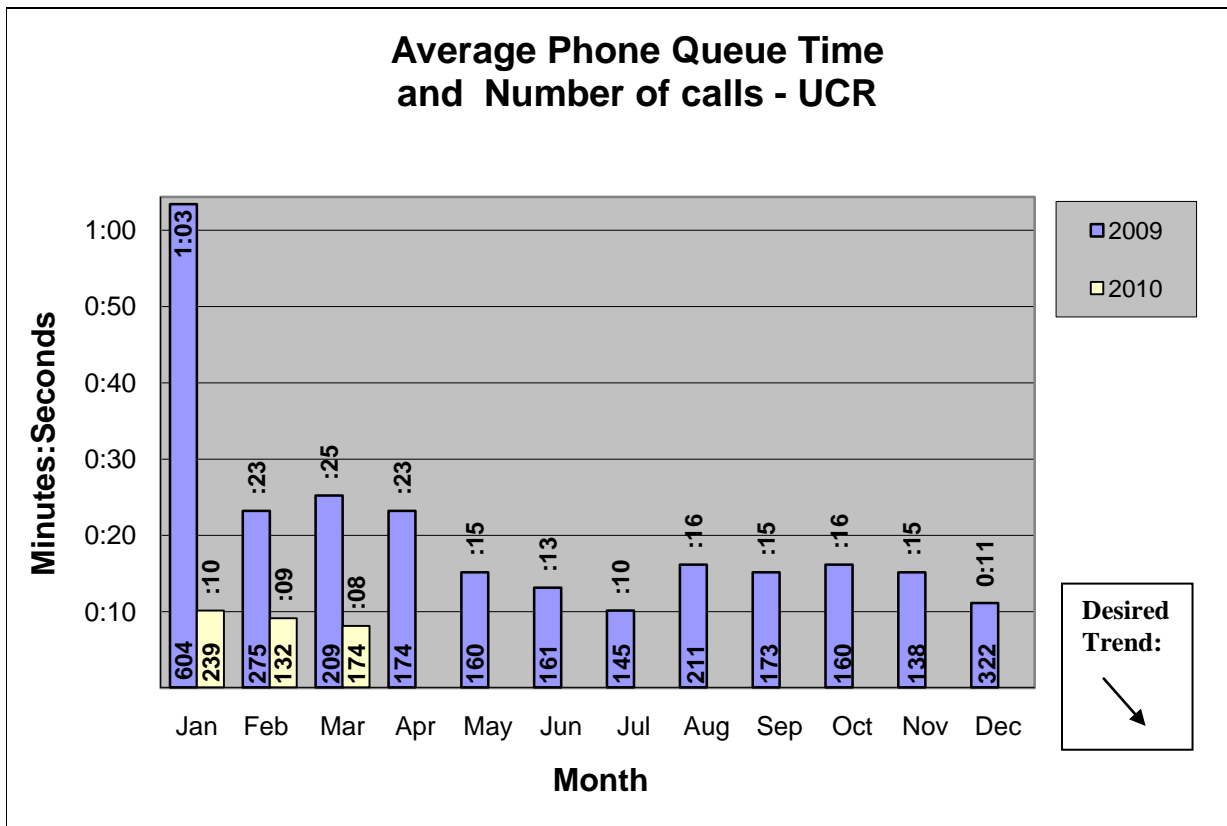
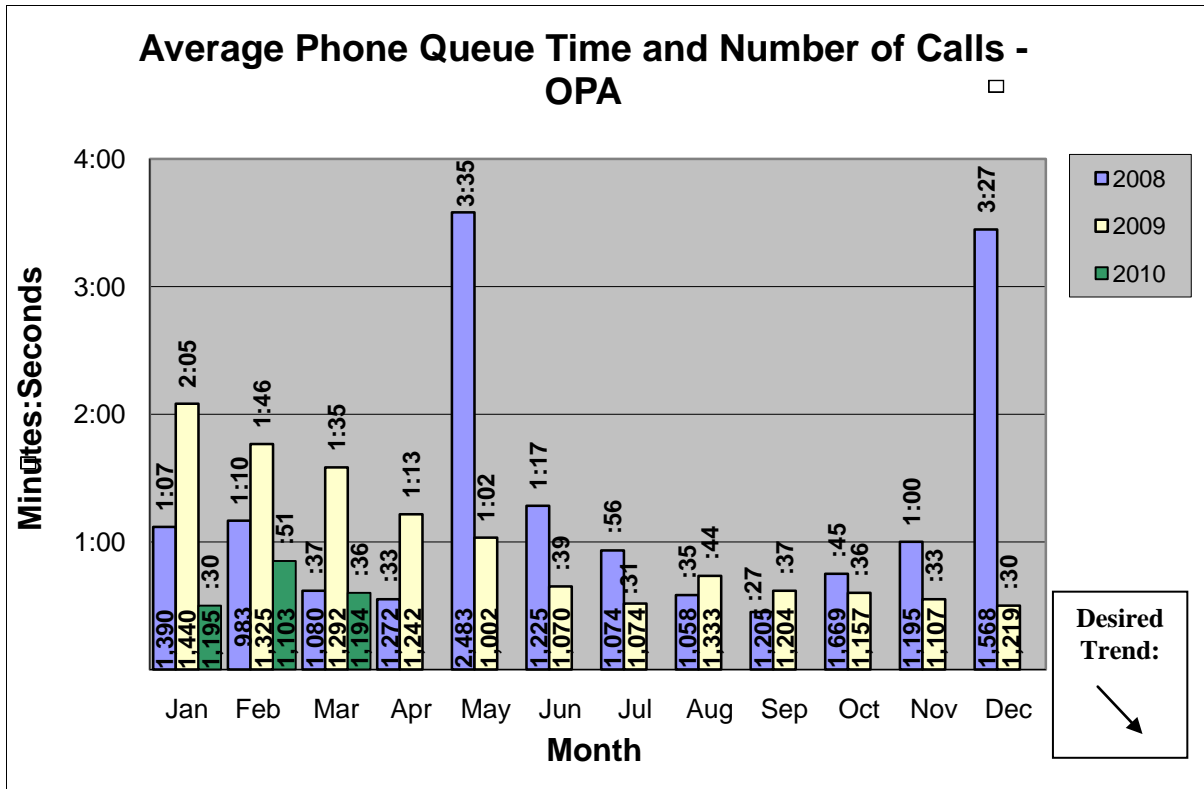


Average Phone Queue Time and Number of Calls - IRP



Average Phone Queue Time and Number of Calls - OSOW





Personal, Fast, Courteous And Understandable Response To Customer Requests (Inbound)

Walk-in wait time

Motor Carrier Services Director: Jan Skouby

Data Driver: Diana Stickler, Motor Carrier Services Support Supervisor

Purpose:

This measure tracks Motor Carrier Services' progress in minimizing the wait time experienced by walk-in customers. Data is measured from the time a customer enters the facility until the time an agent begins helping them. By monitoring the wait time MCS may determine which areas need improvement.

Description:

Daily walk-in sheets for each walk-in customer supply the information for this report. Front desk staff initiates the walk-in sheet. The sheet is forwarded to an agent for completion. This may be an agent that works primarily with the International Registration Plan, International Fuel Tax Agreement, Operating Authority or Oversize/Overweight Programs. All agents work with Unified Carrier Registration. Data collected from this sheet includes customer wait time by program and the number of programs an agent assisted the customer with. This measure does not include carriers' time spent waiting to obtain additional documents not generated by MCS.

Improvement Status:

The total number of walk-ins for the first quarter of 2010 is 759, down by 29 visitors (3.6 percent) from the first quarter of 2009. Accurate data for the first quarter of 2008 is not available, therefore a three year comparison of wait time and number of walk-ins is not obtainable.

The number of IRP and IFTA walk-ins is relatively unchanged compared to the first quarter of 2009. There was a decrease of 21 IRP walk-ins (3.5 percent) and an increase of 5 IFTA walk-ins (1.9 percent) in the first quarter of 2010 as compared to the first quarter of 2009.

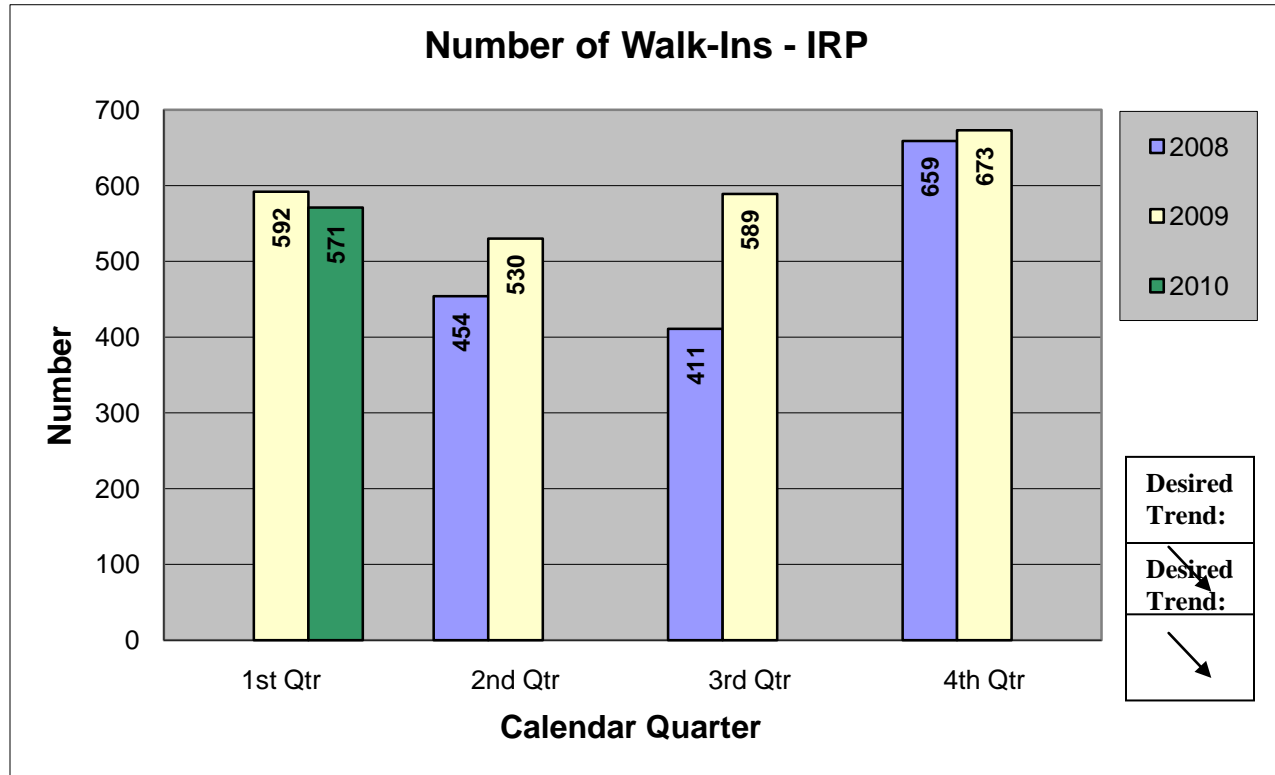
The average wait time for IRP walk-ins decreased by 5:22 minutes or 55.1 percent from the first quarter of 2010 versus the first quarter of 2009. The average wait time for IFTA walk-ins in the first quarter of 2010 decreased by 2:06 minutes or 68 percent when compared to the first quarter of 2009. These significant decreases are due to an increased number of cross-trained agents able to process IRP and IFTA for walk-in customers.

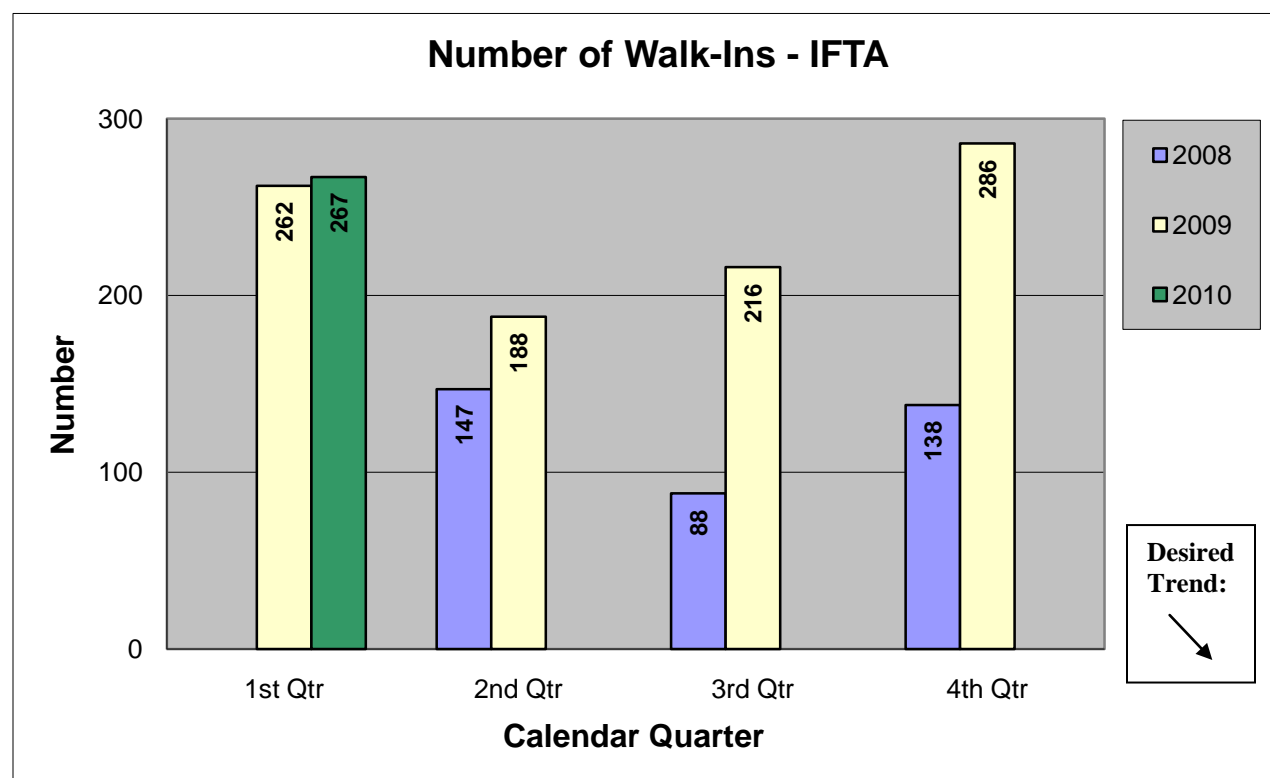
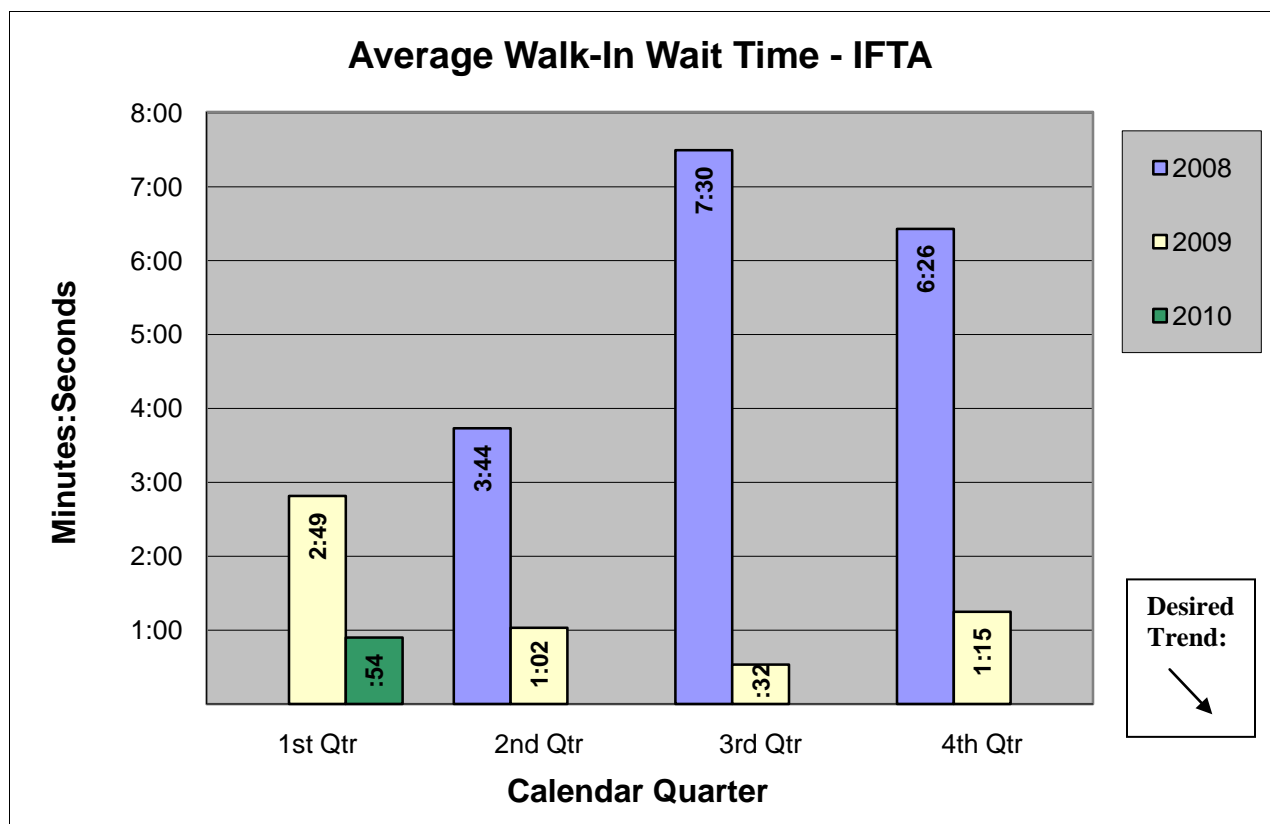
The number of OPA walk-ins is relatively unchanged compared to the fourth quarter of 2009. There was an increase of 24 walk-ins (26.3 percent) in the first quarter of 2010 as compared to the first quarter of 2009. The increase can be explained by a *News on Wheels* article targeting carriers who may need Operating Authority and didn't know it.

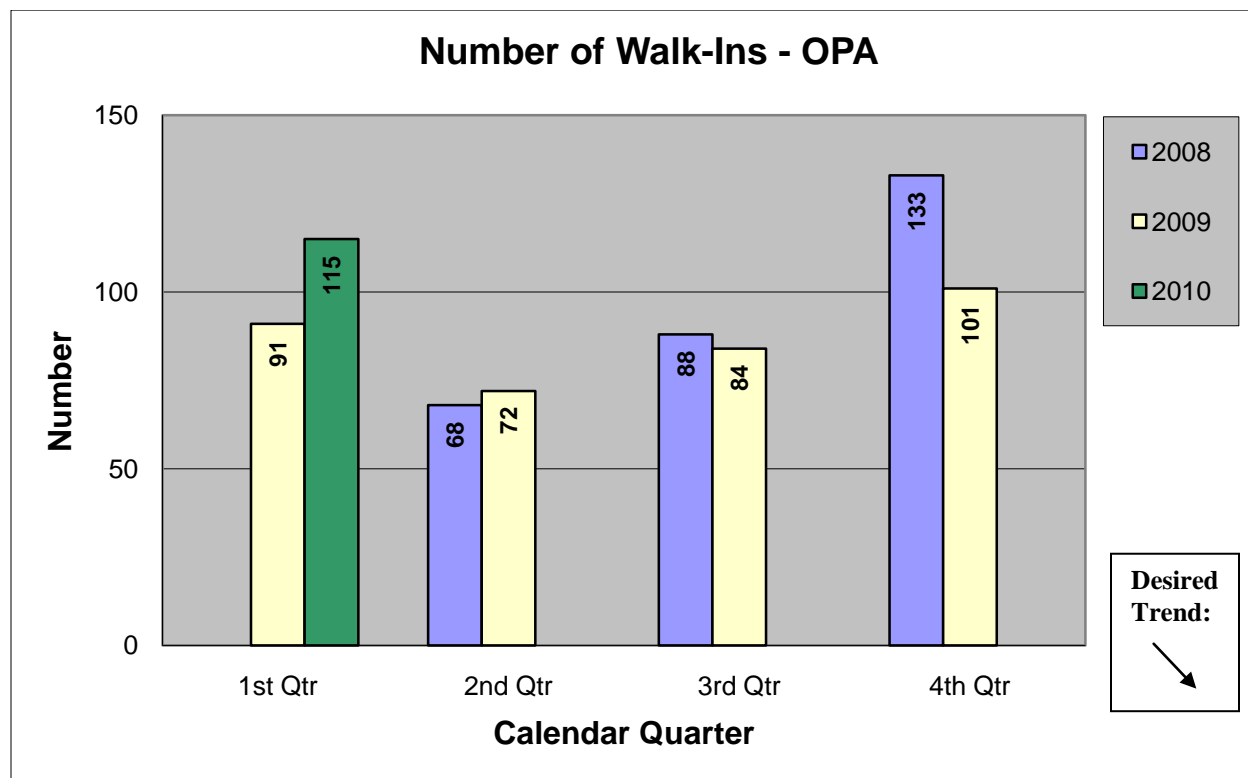
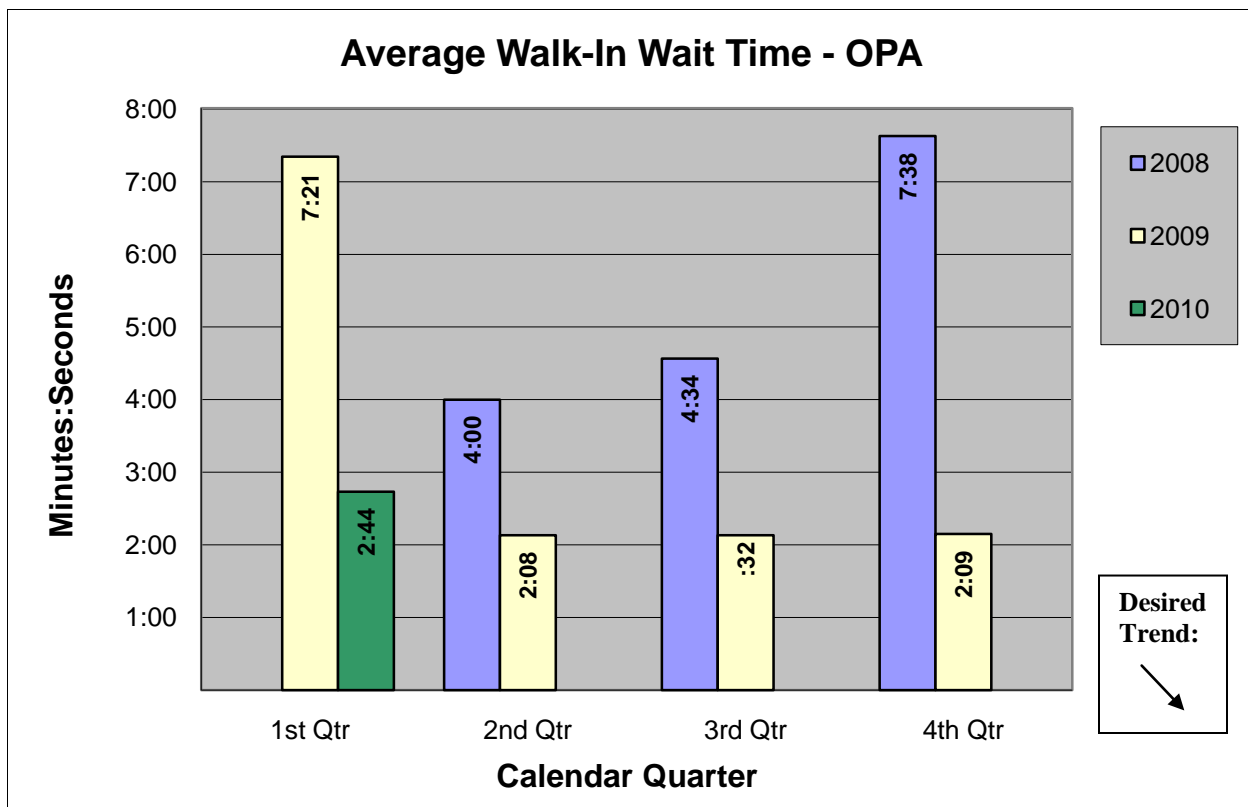
The average wait time for OPA walk-ins was relatively unchanged for the first quarter of 2010 compared to the fourth quarter of 2009. There was a significant decrease of 4:37 minutes (62.8 percent) in the wait time in the first quarter of 2010 compared to the first quarter of 2009. During the first quarter of 2009, OPA had only two agents that were fully trained in all programs which resulted in an increased walk-in wait time.

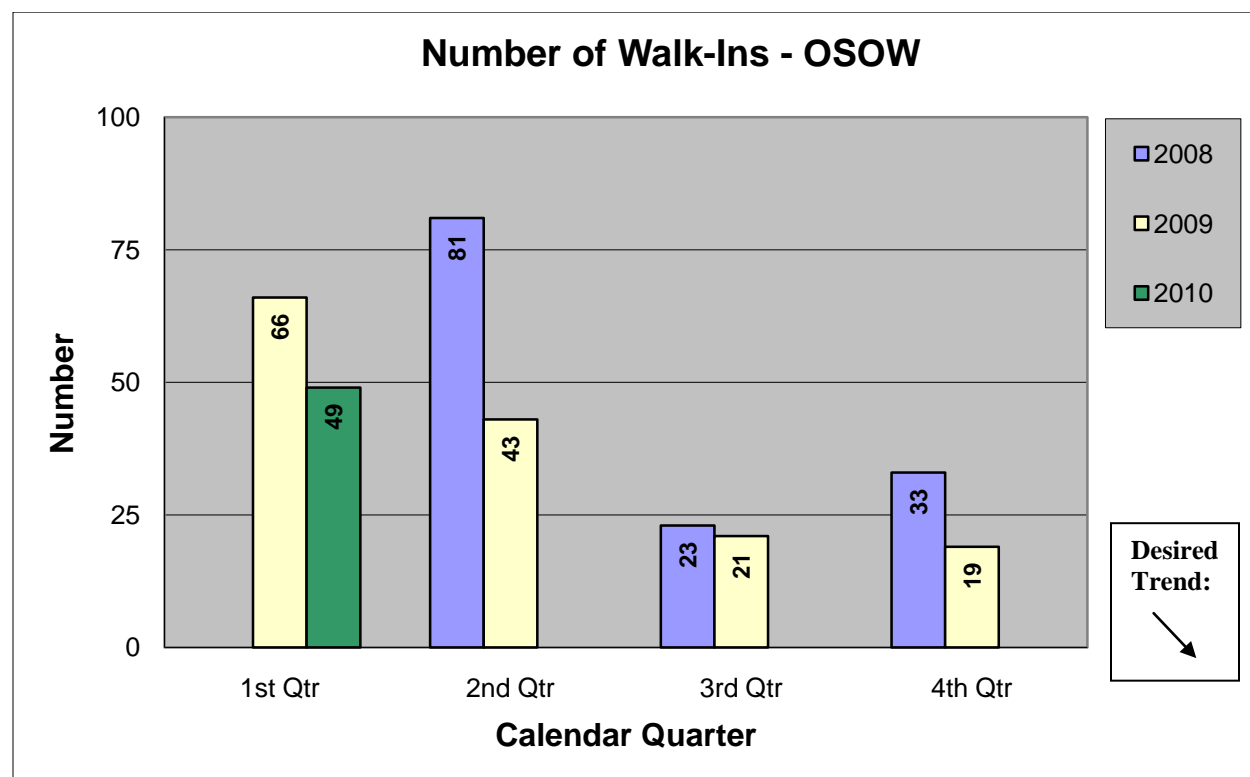
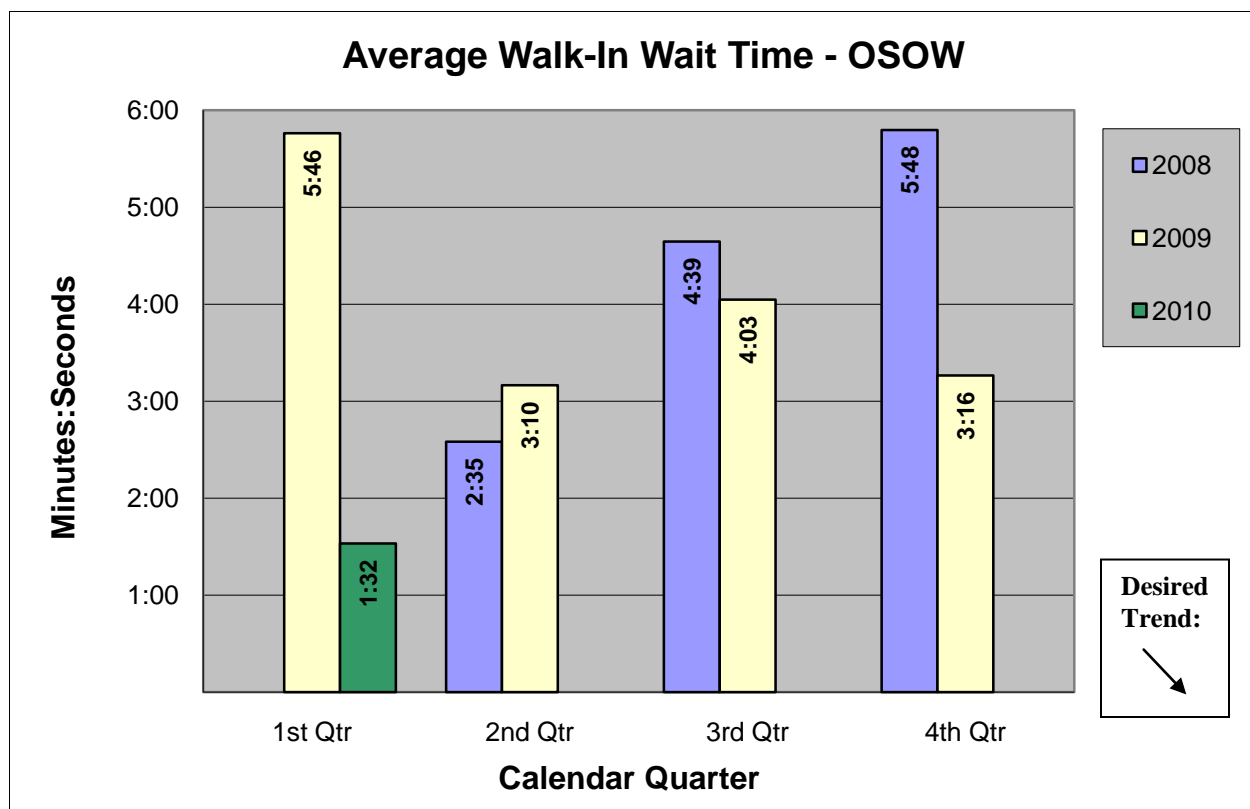
OSOW saw a decrease of 17 (25.8 percent) in the number of walk-ins and a decrease of 4:14 minutes (73.4 percent) in wait time from the first quarter of 2009 to the first quarter of 2010. Auto-issued permits and the higher percentage of carriers applying online reduced the number of walk-ins.

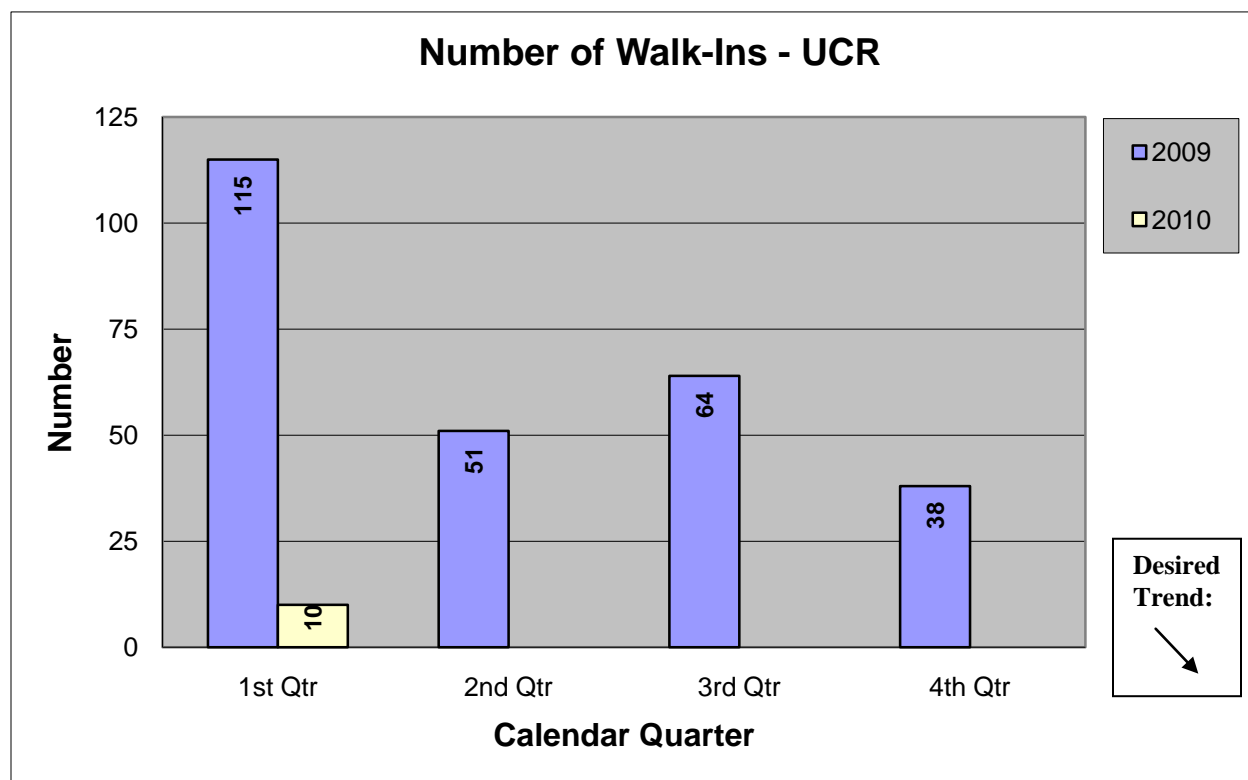
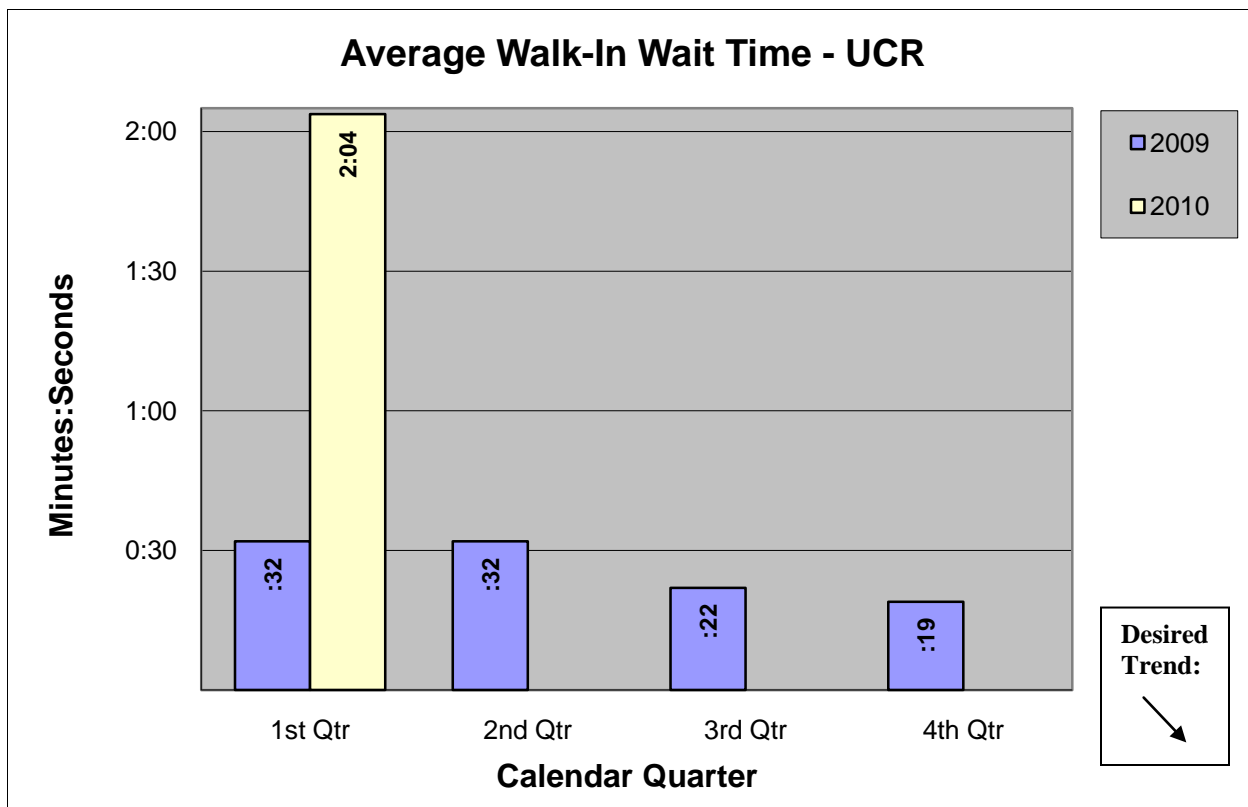
The number of UCR walk-ins decreased by 28 in the first quarter of 2010 compared to the fourth quarter of 2009. The additional walk-ins during the fourth quarter of 2009 were carriers who also renewed their IRP registration. The number of UCR walk-ins decreased by 105 (92.3 percent) in the first quarter of 2010 compared to the same period in 2009. This decrease is because the program was not yet assigned fees for 2010 by the Federal Motor Carrier Safety Administration.











Partner with Others to Deliver Transportation Services

Hours served in partnership

Motor Carrier Services Director: Jan Skouby

Data Driver: Bill Hampton, Senior Motor Carrier Specialist

Purpose:

This measure reports the number of hours MoDOT Motor Carrier Services committed in partnership with other branches of international, federal, state, county and local government and private industry.

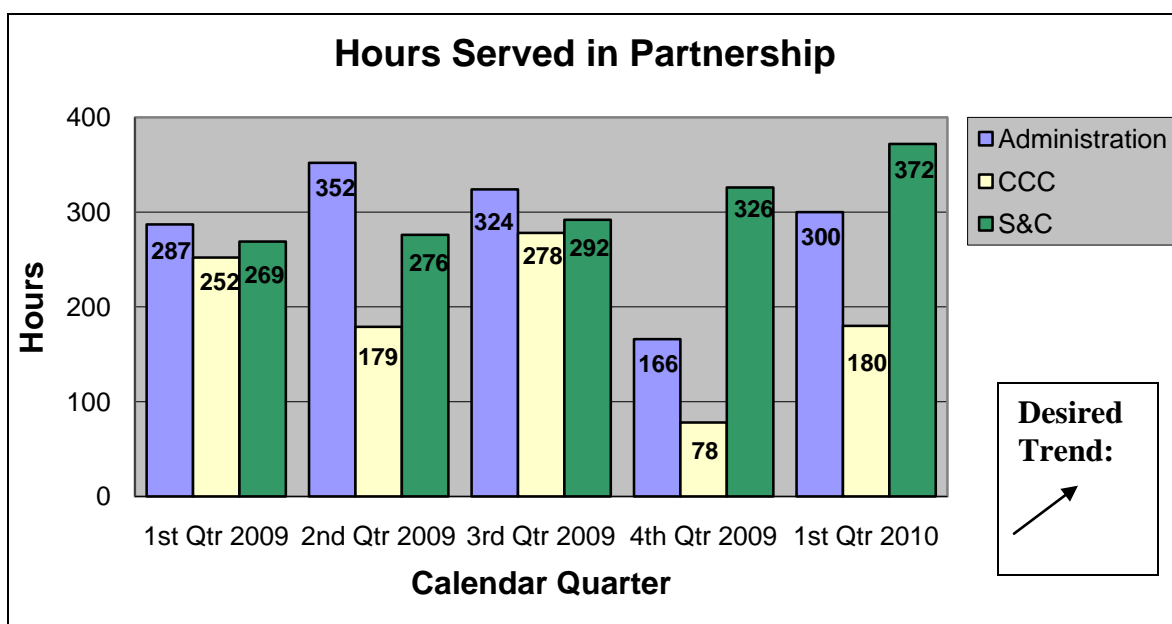
Description:

Several MCS employees are involved in committees and action teams to improve various transportation services. The amount of time invested in collaboration is a direct reflection of the trust that MCS is building with internal and external stakeholders. Partnership time is reported to the data driver by e-mail. The data is compiled each quarter.

Information is separated by section. The Administrative section includes the director, assistant director, special projects coordinator, motor carrier enforcement administrator and outreach coordinator. Efforts of employees in the Compliance Communications Center, Support Services and Financial sections are reported as CCC. The Safety and Compliance section includes all enforcement staff with the exception of the administrator.

Improvement Status:

The first quarter for 2010 shows a steady upward trend for all sections. The increases can be attributed to conferences and tradeshow that provided additional opportunities to partner.



Leverage Transportation to Advance Economic Development

Power units and trailers registered in International Registration Plan

Motor Carrier Services Director: Jan Skouby

Data Driver: Kim Wekenborg, Motor Carrier Compliance Supervisor

Purpose:

This measure tracks the number of all power units and trailers registered with Motor Carrier Services. It is used to determine growth.

Description:

This measure is derived from a report created from the MoDOT Carrier Express system. Power units and trailers are reported separately by quarter. The data is used to track trends in the number of units licensed in Missouri.

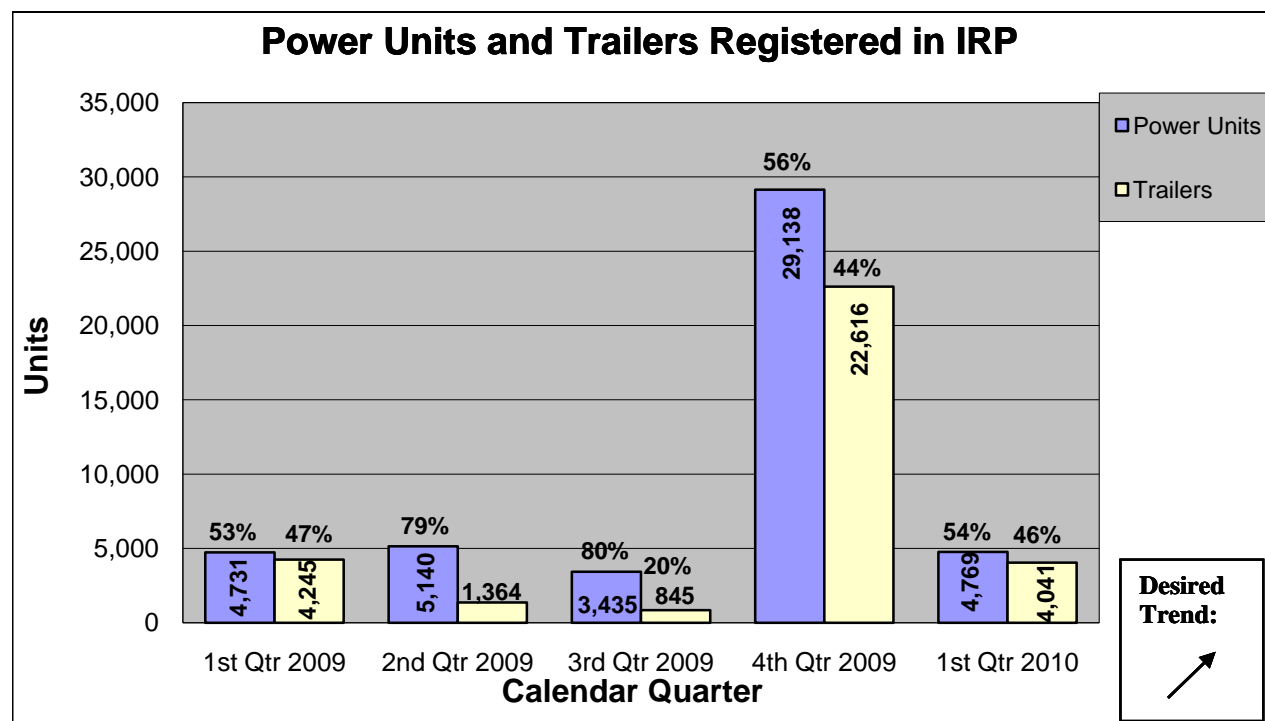
A second graph reports the percentage of total power units and trailers owned by MCS' top ten and top forty-five account holders. Note: The data reflects a single point in time and does not include additions and deletions made after the carriers' renewal periods.

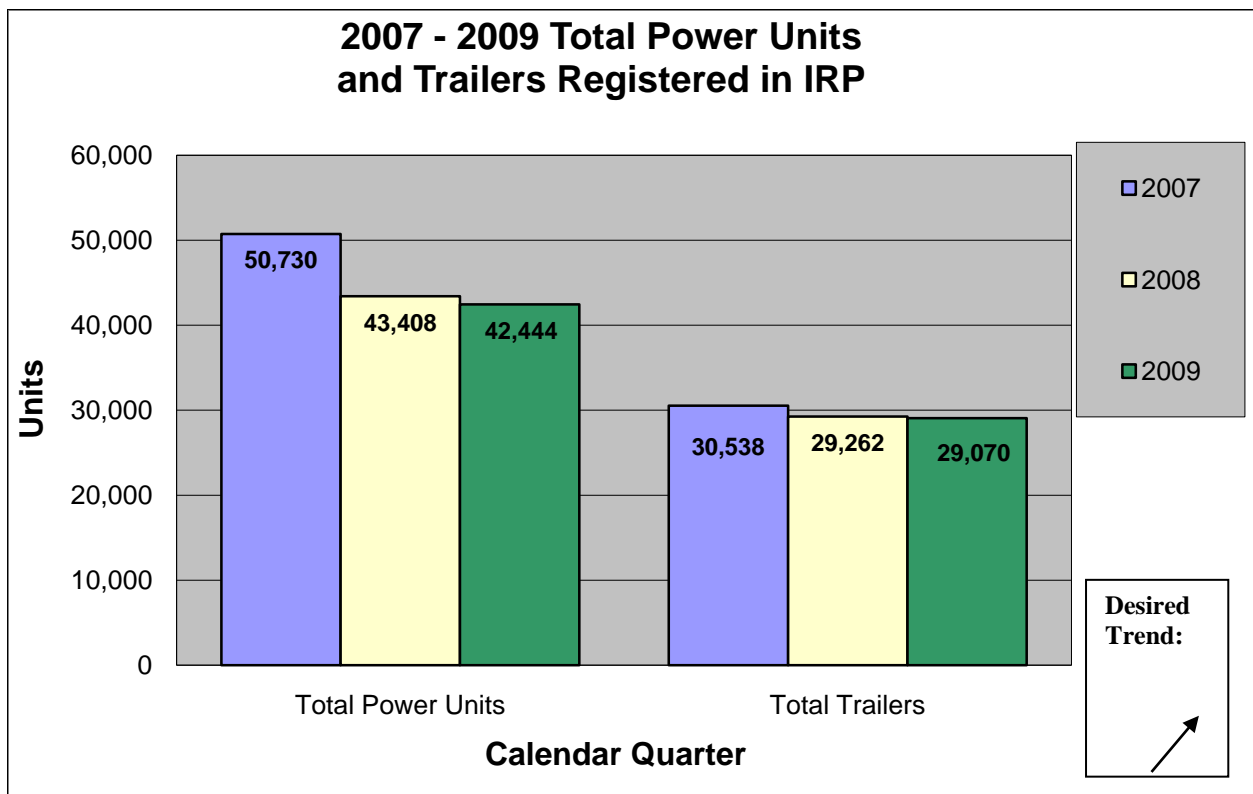
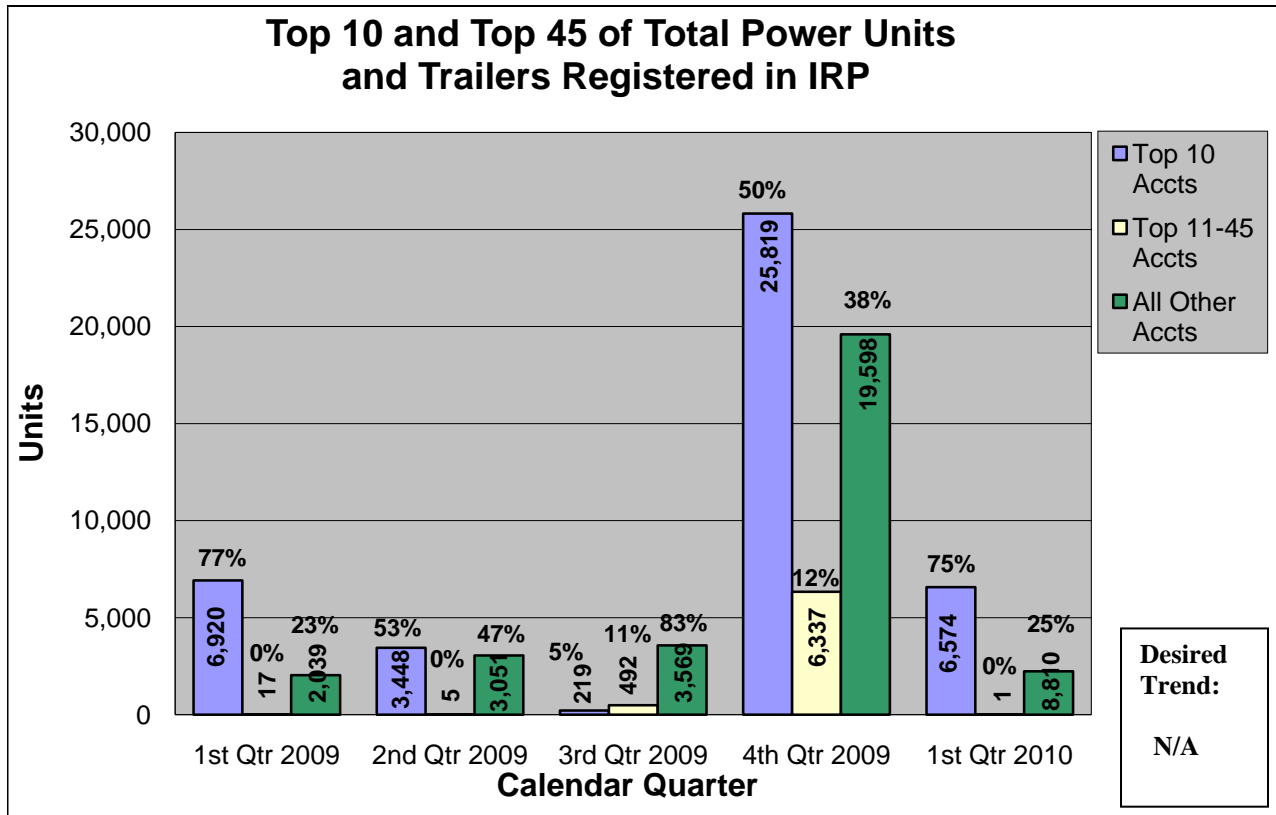
Improvement Status:

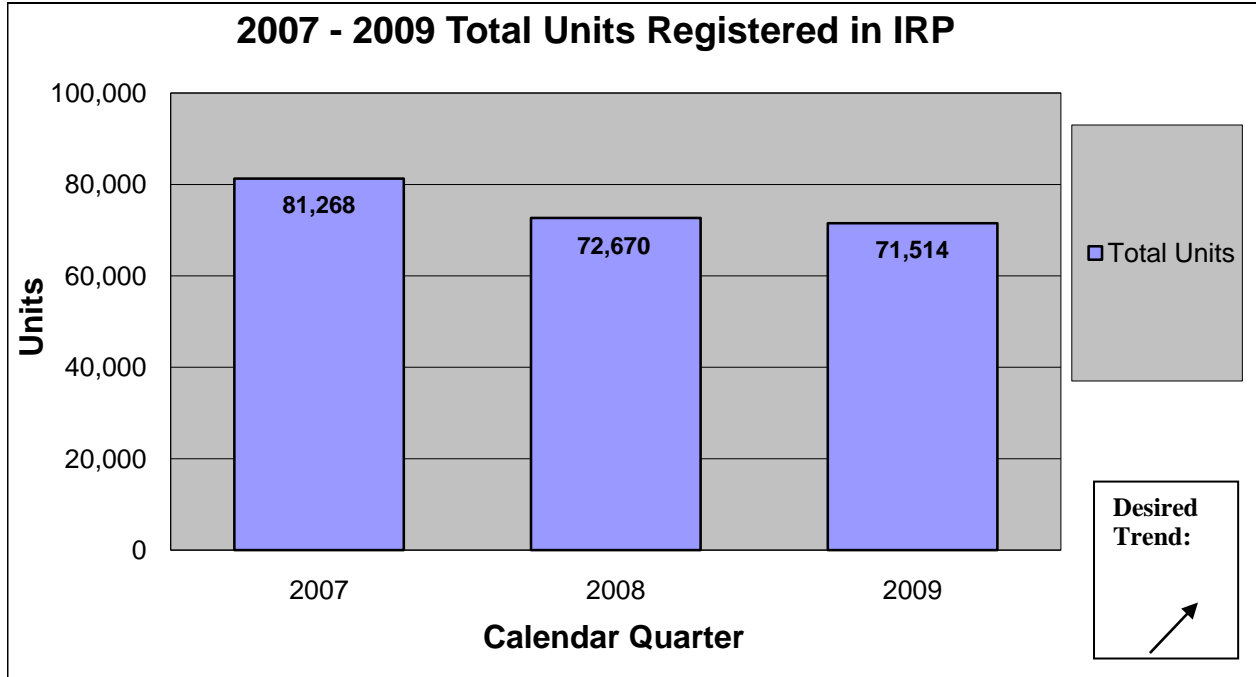
In 2007, approximately 81,268 units were registered in IRP. In 2008, approximately 72,670 units were registered in IRP. In 2009, approximately 71,514 units were registered in IRP. In 2008 and 2009, approximately 13 percent of total registered units were first quarter renewals, nine percent were second quarter renewals, six percent were third quarter renewals and 72 percent were fourth quarter renewals.

Between the first quarter of 2009 and the first quarter of 2010, the percentage of power units increased by one percent or 38 units. Trailers decreased by one percent or 184.

Note: The Top 47 accounts decreased to Top 43 because Danny Gilder, Riverside, Colonial Freight and Colonial Warehouse no longer register in Missouri.







Leverage Transportation to Advance Economic Development

Number of accounts registered in International Registration Plan

Motor Carrier Services Director: Jan Skouby

Data Driver: Kim Wekenborg, Motor Carrier Compliance Supervisor

Purpose:

This measure tracks the number of IRP accounts with active units registered with Motor Carrier Services. It is used to determine growth. The desired trend is an increase in accounts registered in IRP.

Description:

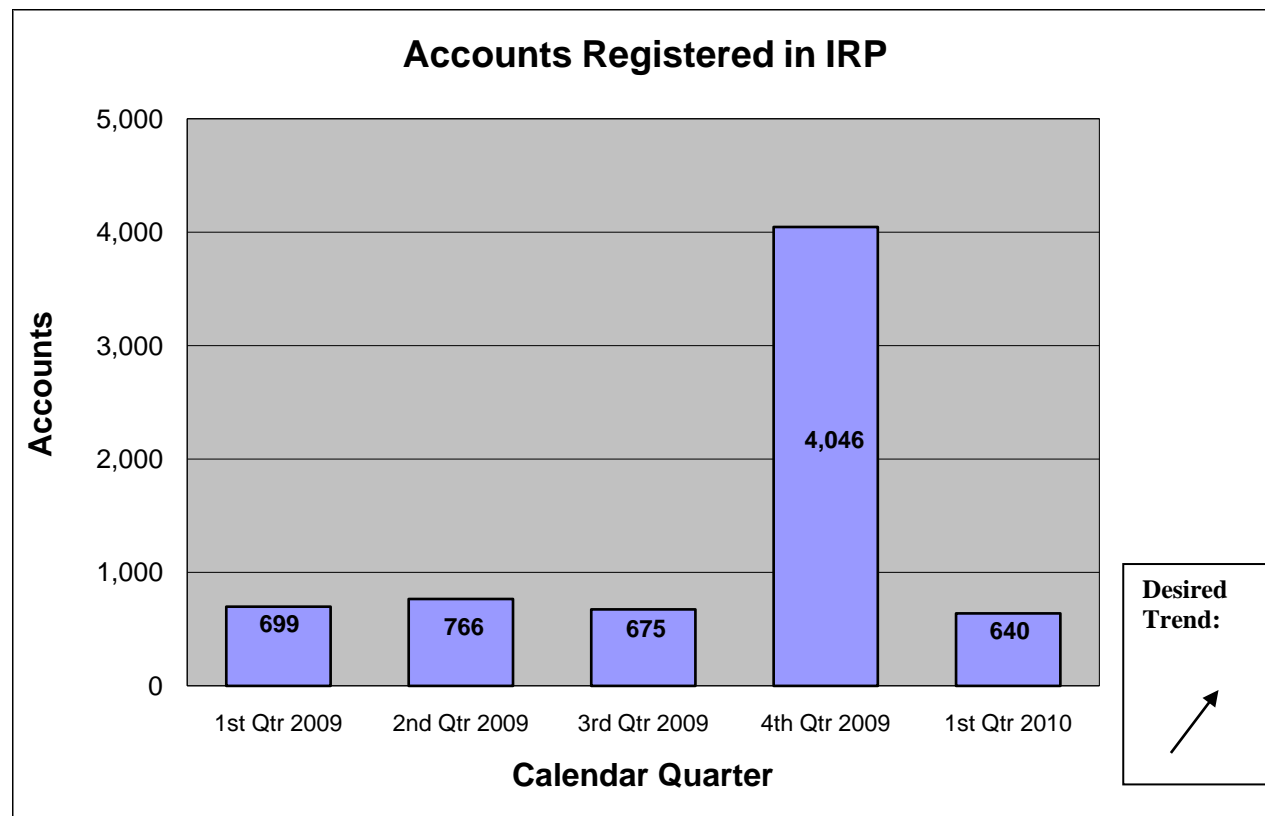
This measure is derived from a report, IRP Fleets with Active Power Units, created from the MoDOT Carrier Express system. IRP accounts are reported separately by quarter based on their expiration year and month. As more data is captured, we will be able to see historical trends in the number of IRP accounts registered in Missouri. Note: The data is reflective at a single point in time and does not reflect the carriers that file after the report generation date.

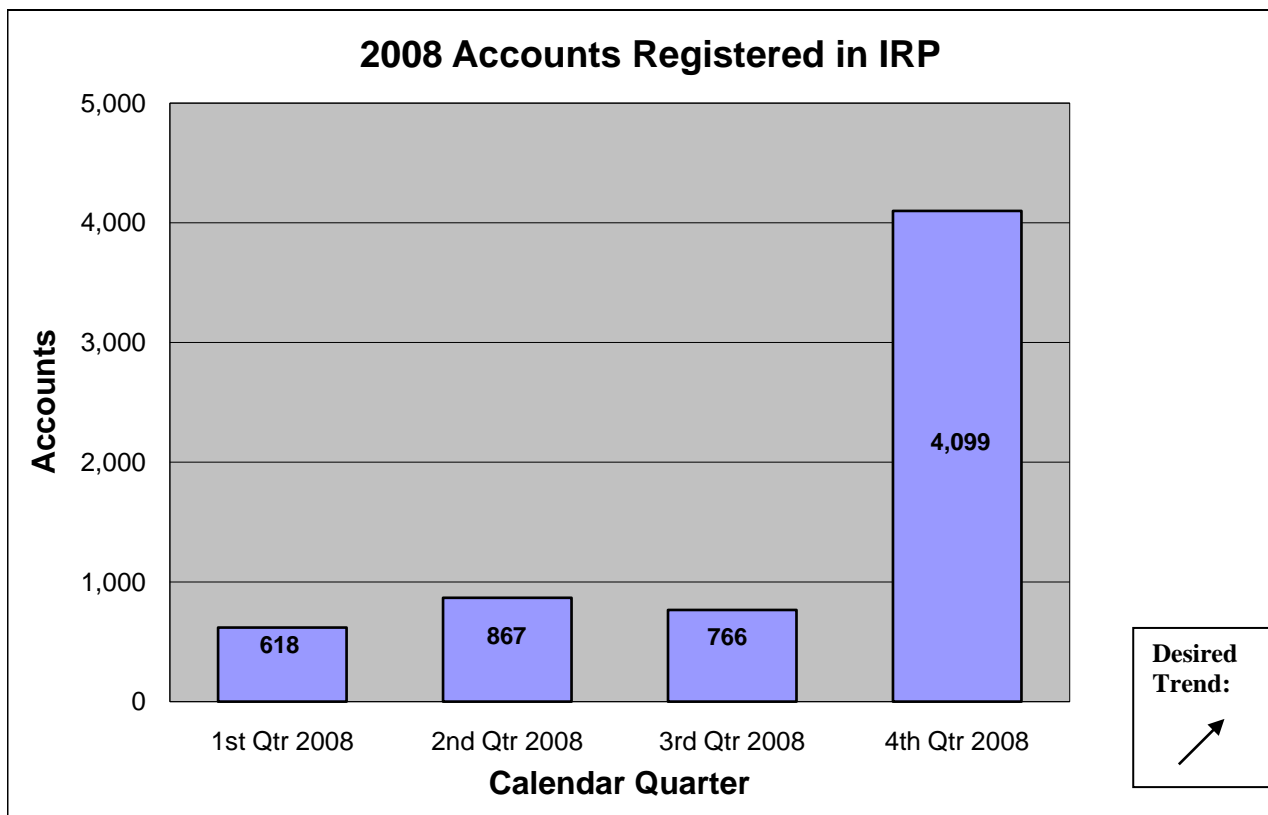
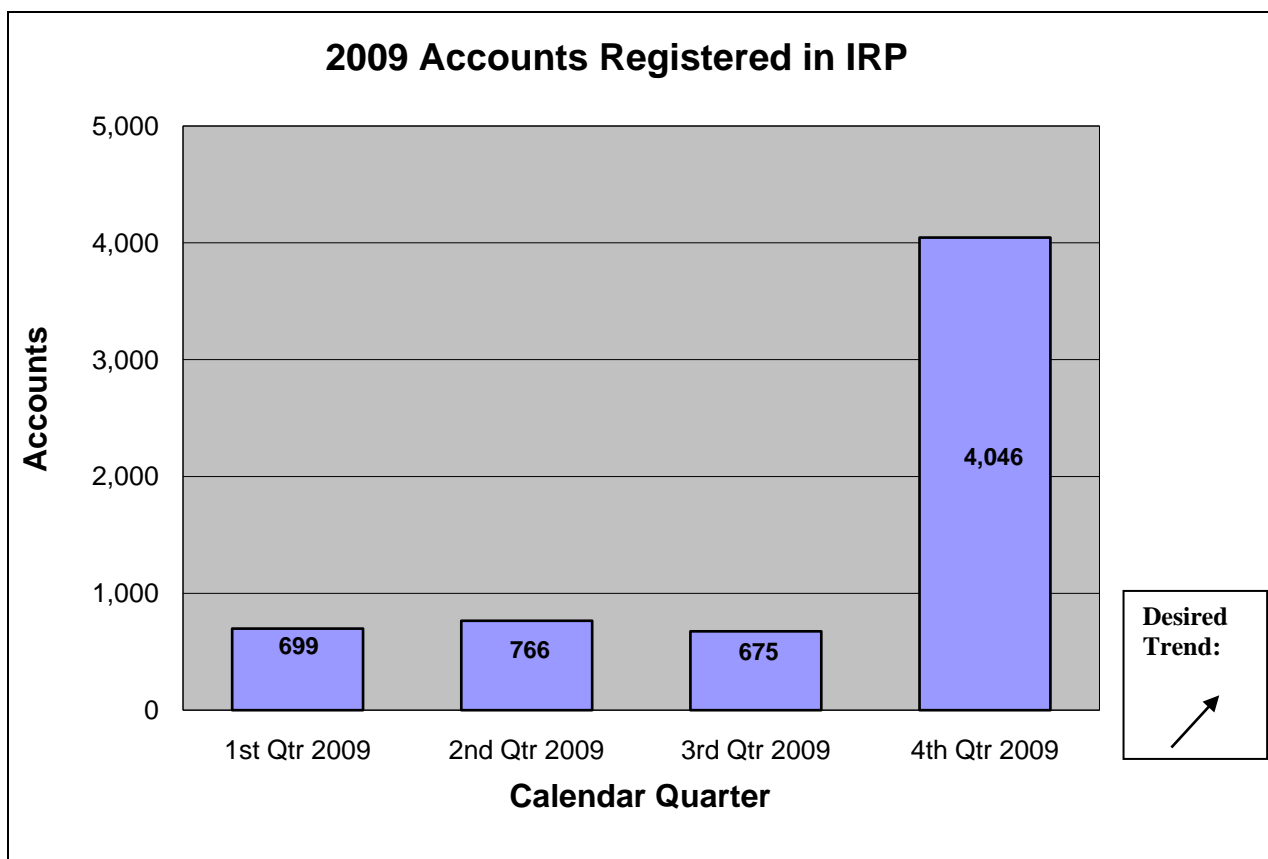
Improvement Status:

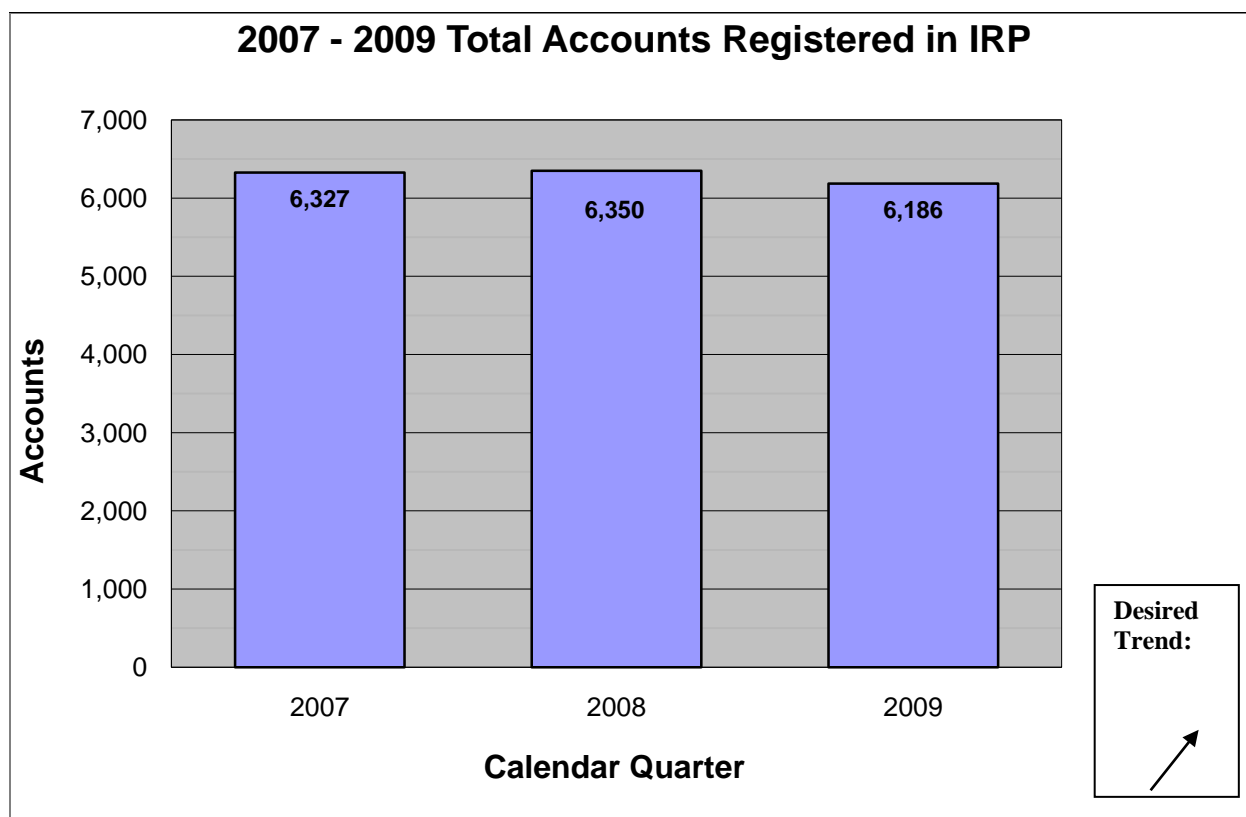
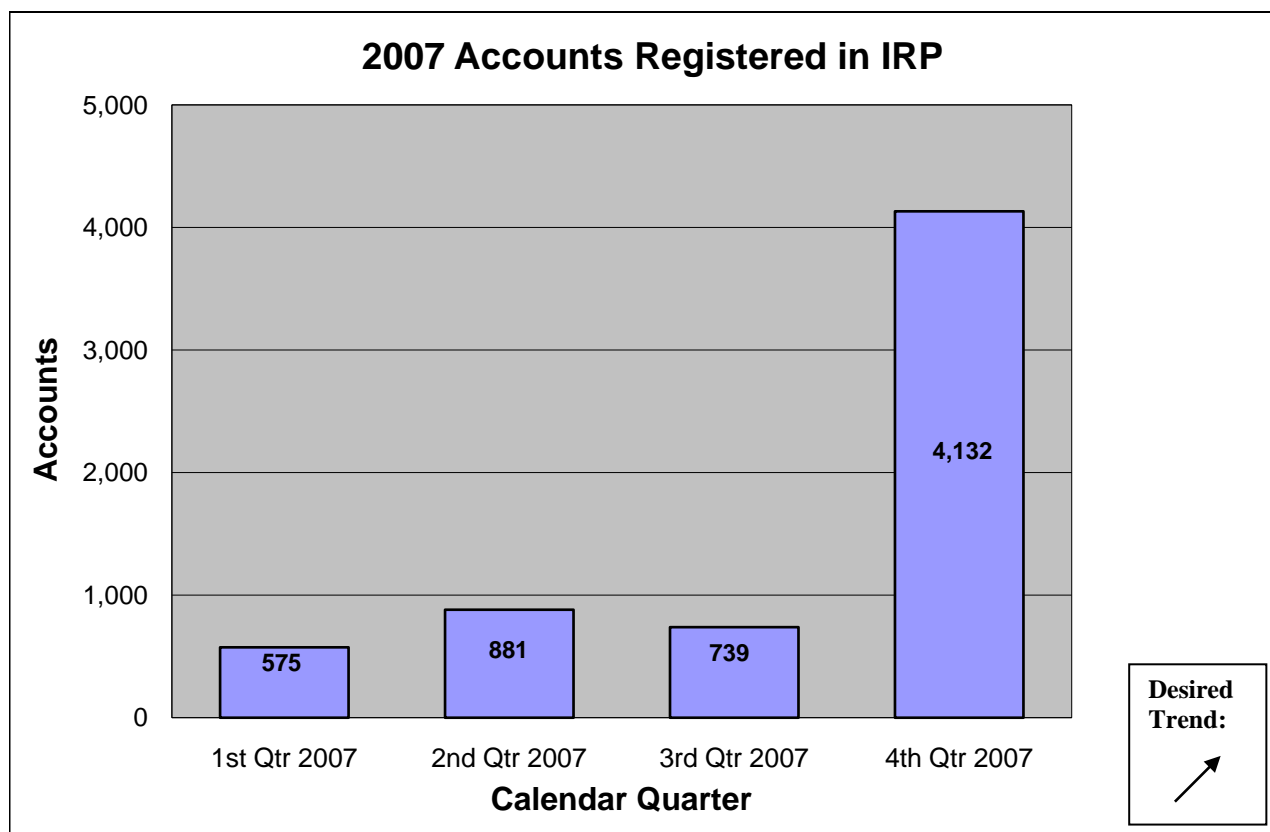
In 2007, approximately 6,327 accounts were registered in IRP. In 2008, the number of accounts was 6,350, an increase of 23. In 2009, approximately 6,186 accounts were registered in IRP, a decrease of 164.

From the first quarter 2008 to the first quarter 2009 the number of IRP accounts increased by 81. From the second quarter 2008 to the second quarter 2009, there was a decrease of 101 accounts. From the third quarter 2008 to the third quarter 2009, there was a decrease of 91 accounts. From the fourth quarter 2008 to the fourth quarter 2009, there was a decrease of 53 accounts.

From the first quarter 2009 to the first quarter 2010 the number of IRP accounts decreased by 59.







Innovative Transportation Solutions

Number of paperless documents

Motor Carrier Services Director: Jan Skouby

Data Driver: Tina Thurman, Motor Carrier Compliance Supervisor

Purpose:

This measure tracks MoDOT Motor Carrier Services' progress with going paperless and the eventual elimination of a file room.

Description:

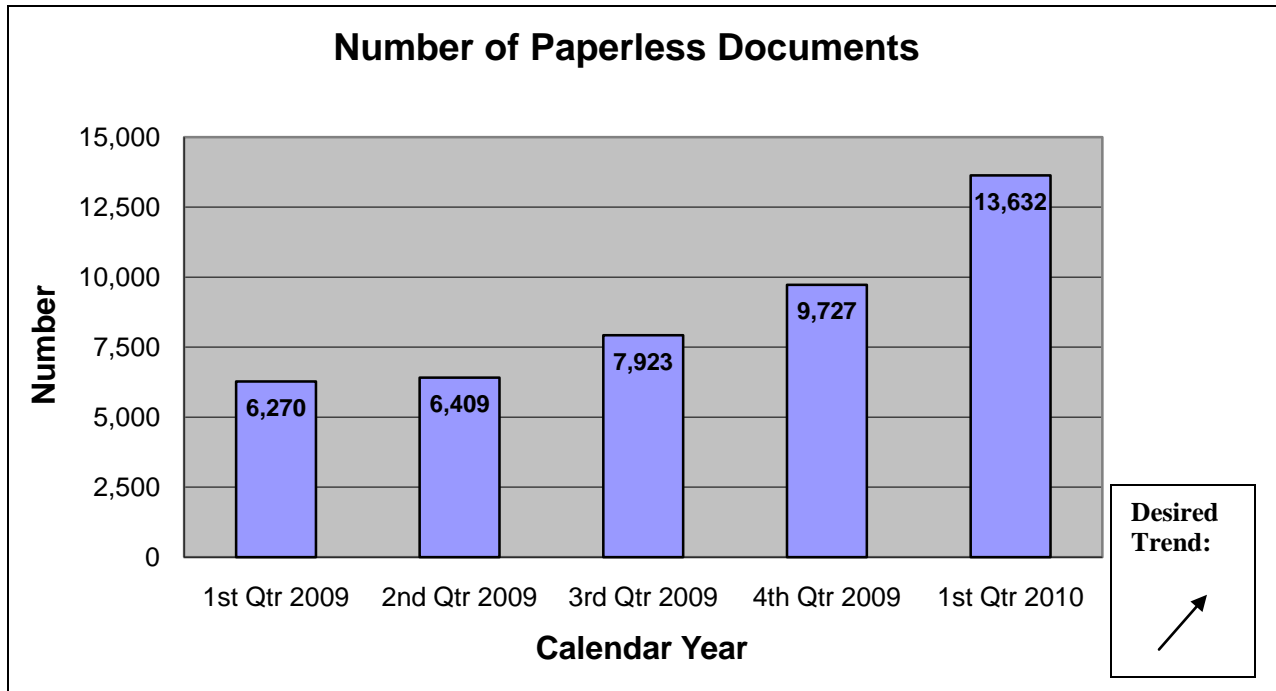
Document management data is collected monthly from multiple electronic databases. The goal of document management is to reduce the amount of paper documents currently stored by Motor Carrier Services. The migration to electronic documents also creates a more efficient environment for MCS file discovery. An efficient file discovery process allows Motor Carrier Services to provide accurate and timely responses to motor carriers and other industry representatives.

Paperless documents include previous years International Fuel Tax Agreement quarterly filings and renewals, documents required for International Registration Plan transactions sent to MCS via fax, new customer forms used by MCS to set up accounts for new customers, documents received and created by Safety & Compliance and all documentation received and produced by Operating Authority; including applications, insurance, carrier correspondence and Certificates of Authority.

Improvement Status:

The number of paperless documents in the first quarter of 2010 increased by 3,905, or 29 percent. The increase is due to a dedicated temporary employee focused on scanning certificates of insurance used in the OSOW program. In the first quarter of 2010, 5,543 certificates of insurance were scanned as compared to 2,664 in the fourth quarter. This was an 108 percent increase. The Operating Authority program also experienced an increase in insurance filings in the first quarter of 2009 due to an insurance company change over. In the first quarter of 2010, 2,442 Form E and Form K insurance forms were filed as compared to 1,303 in the fourth quarter of 2009. This was a 87.4 percent increase.

The first quarter of 2010 produced an increase of 7,362 paperless documents, or 117 percent, as compared to the first quarter of 2009. The increase is due to IRP taxes becoming paperless in September 2009 and the increase in certificates of insurance and Operating Authority insurance filings as described above.



Innovative Transportation Solutions

Customer entered transactions vs. agent entered transactions

Motor Carrier Services Director: Jan Skouby

Data Driver: Kelly Ray, Motor Carrier Project Manager

Purpose:

This measure compares the number of transactions entered by customers in the MoDOT Carrier Express system versus the number entered by Motor Carrier Services employees.

Description:

Data is collected monthly from canned reports in the MoDOT Carrier Express system. Customers are encouraged to apply via the Web to reduce turn-around time and increase MCS production levels. Office personnel spend less time entering data when customers apply online.

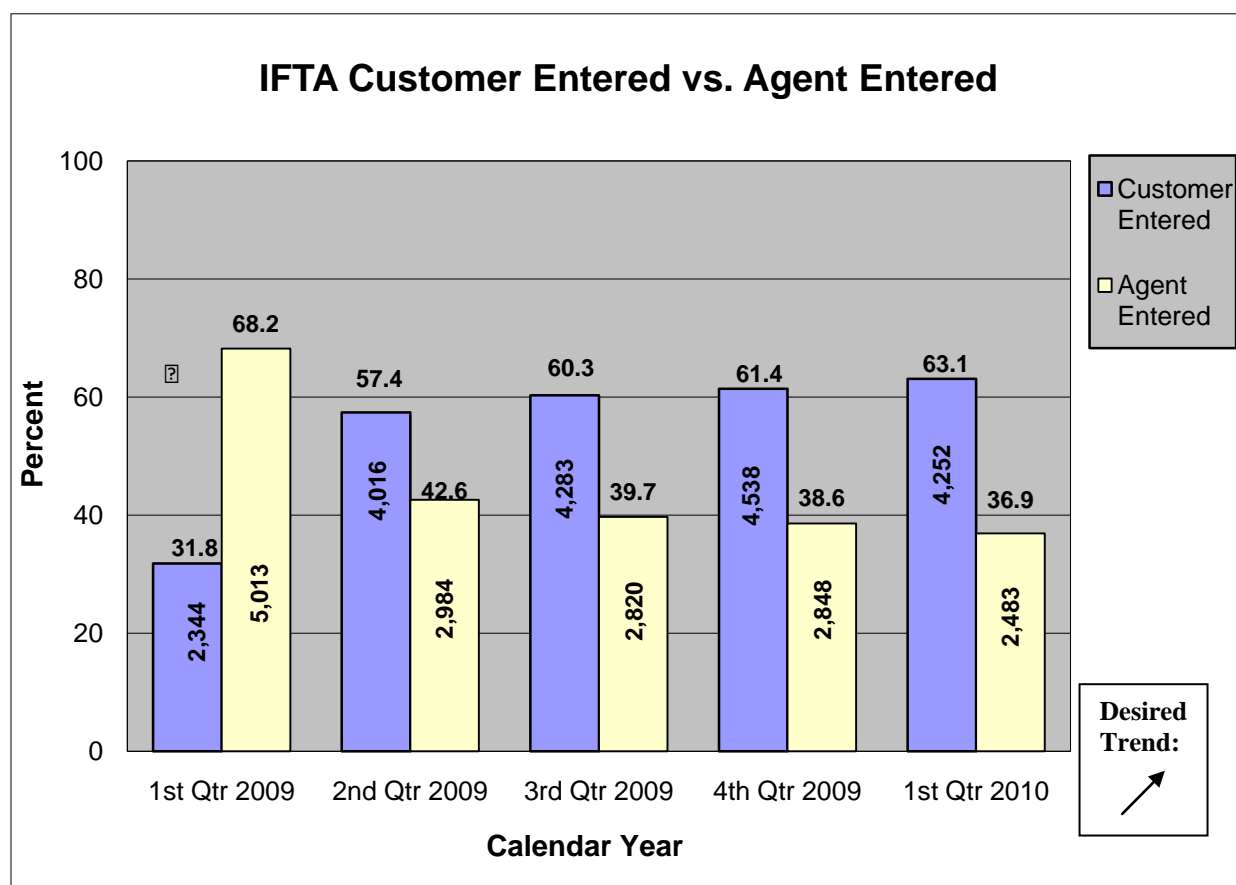
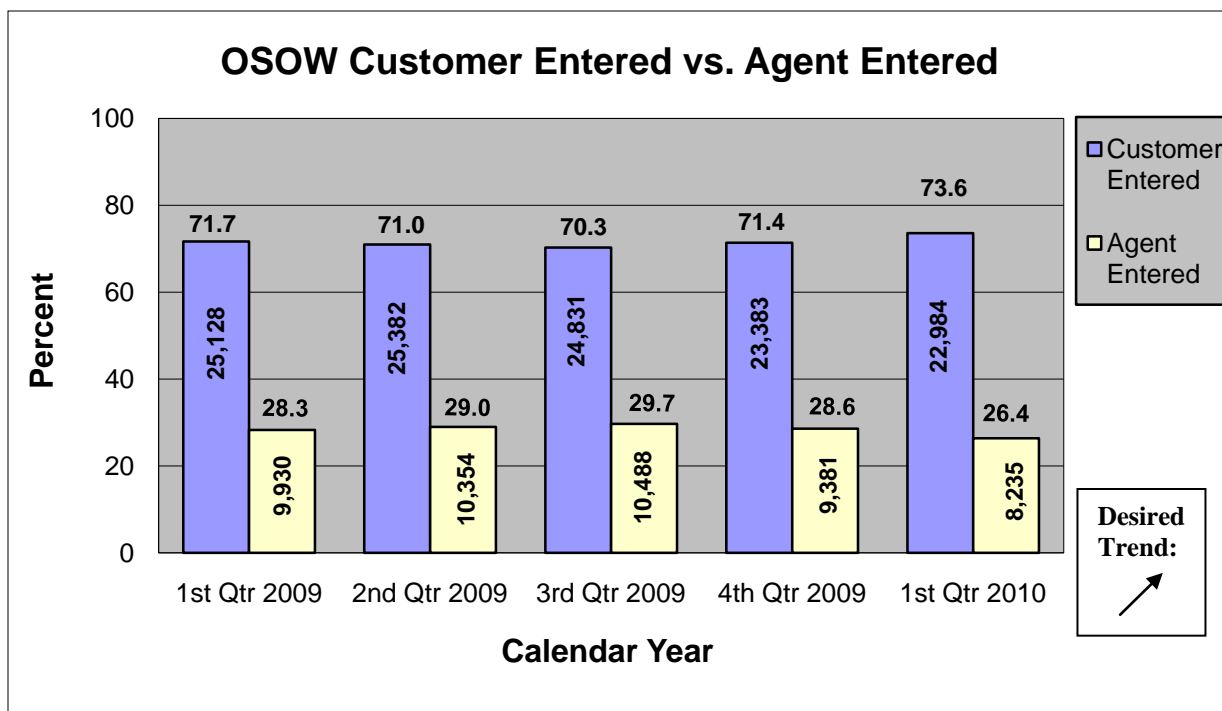
Improvement Status:

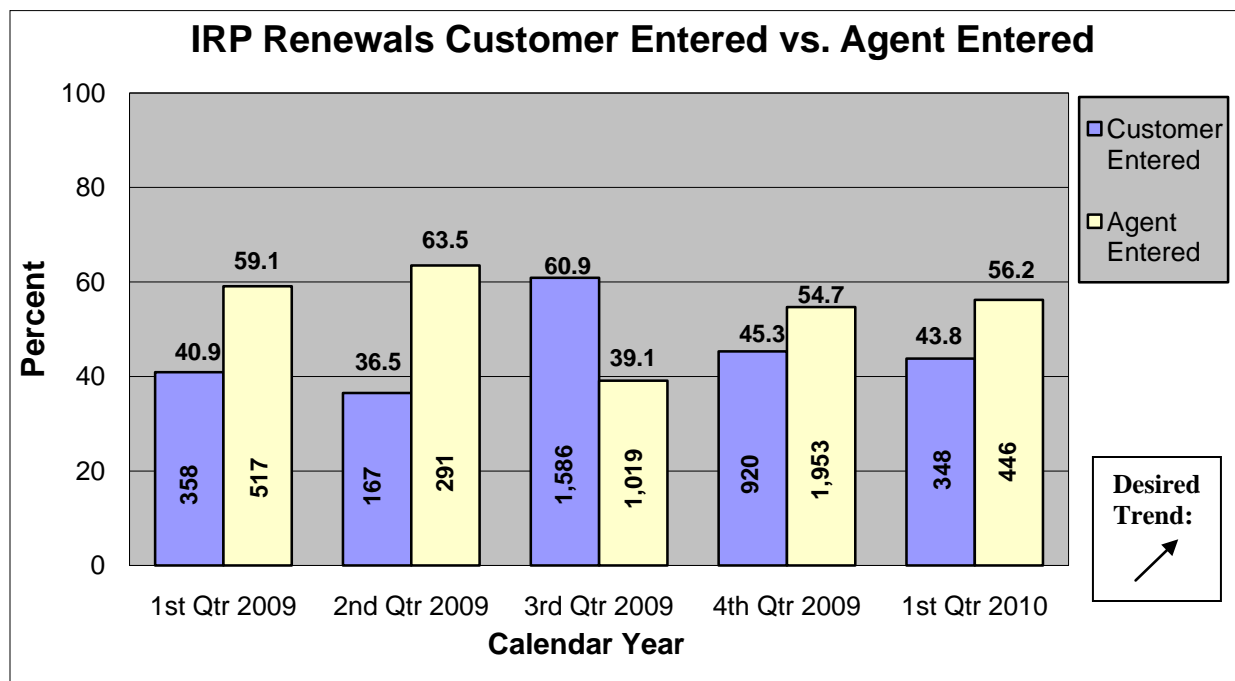
The number of Oversize Overweight customers ordering their own permits increased 2.5 percent between the fourth quarter of 2009 and the first quarter of 2010. Because many routes were flagged for automatic issuance, customers can apply online and receive permits in seconds without agent intervention. The number of customers opening their own account to avoid extra expense of obtaining permits through a permit service likely affects the number of online customers. When new accounts are created, the customer usually calls the first few times to order permits. 154 new customers were entered in January, 153 in February and 233 in March.

The number of International Fuel Tax Agreement customers filing online continues a steady upward trend, increasing by 1.7 percent from last quarter and more than 30 percent compared to the first quarter 2009. Postcards were mailed to approximately 83 percent of licensees, encouraging customers to file their tax return online in lieu of mailing paper returns. One detriment to the online filer percentage is the request of additional decals. Of 696 additional decals issued last quarter, only 109, or 16 percent, were requested online. Agents continue to educate phone customers that this service is available online and talk them through the process. Notices in our newsletter and website help carriers learn of this service. Another very successful improvement strategy retains an emphasis on communicating more quickly with customers who try but fail to complete a return online. This is accomplished by running a daily report and contacting customers via phone and walking them through the process. The goal is for the customer to enter a return and pay the invoice online on the same day.

The percentage of International Registration Plan customers filing online increased by almost three percent from fourth quarter 2009. Ten fewer carriers filed online compared to last year, even though the percentage that filed online increased. Overall, 81 fewer carriers filed a renewal. Approximately 104 of the total 794 who filed a renewal were new accounts that came in as walk-ins, which is 13 percent of the total filers. The percentage increase is due to the fact that postcards were mailed out in lieu of a paper renewal if the carrier had previously performed any type of online transaction.

The MCS System and Training Analysts scheduled 21 outreaches statewide in 2009. IRP staff continue to provide one-on-one customer training via phone. Comparison between consecutive quarters for IRP filers is not feasible as carriers file once annually, always during the same calendar quarter.





Innovative Transportation Solutions

Number of auto-issued vs. agent-issued transactions

Motor Carrier Services Director: Jan Skouby

Data Driver: Debbie Bradshaw, Motor Carrier Compliance Supervisor

Purpose:

This measure tracks how many transactions in the Motor Carrier Express system are automatically issued without agent intervention versus the number issued by MCS agents. The desired trend is an increase in the number of auto-issued transactions.

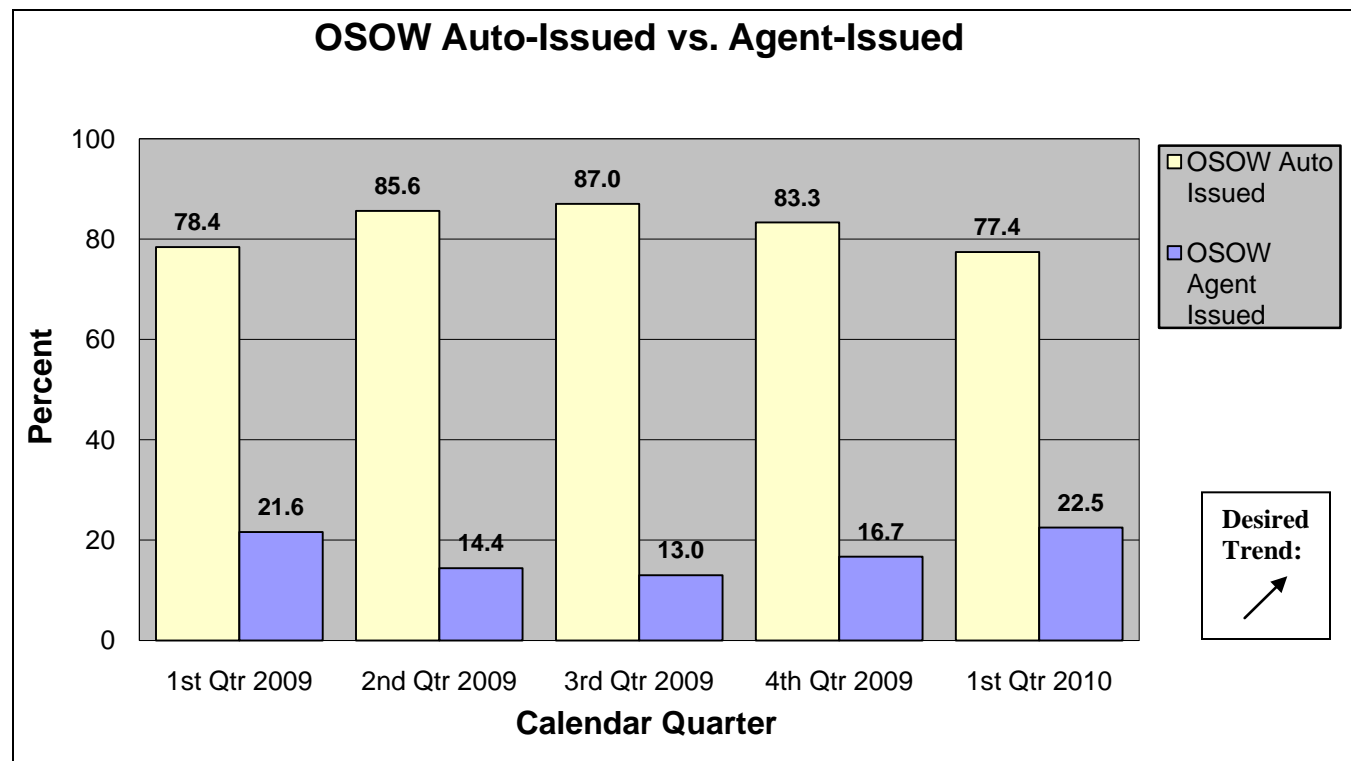
Description:

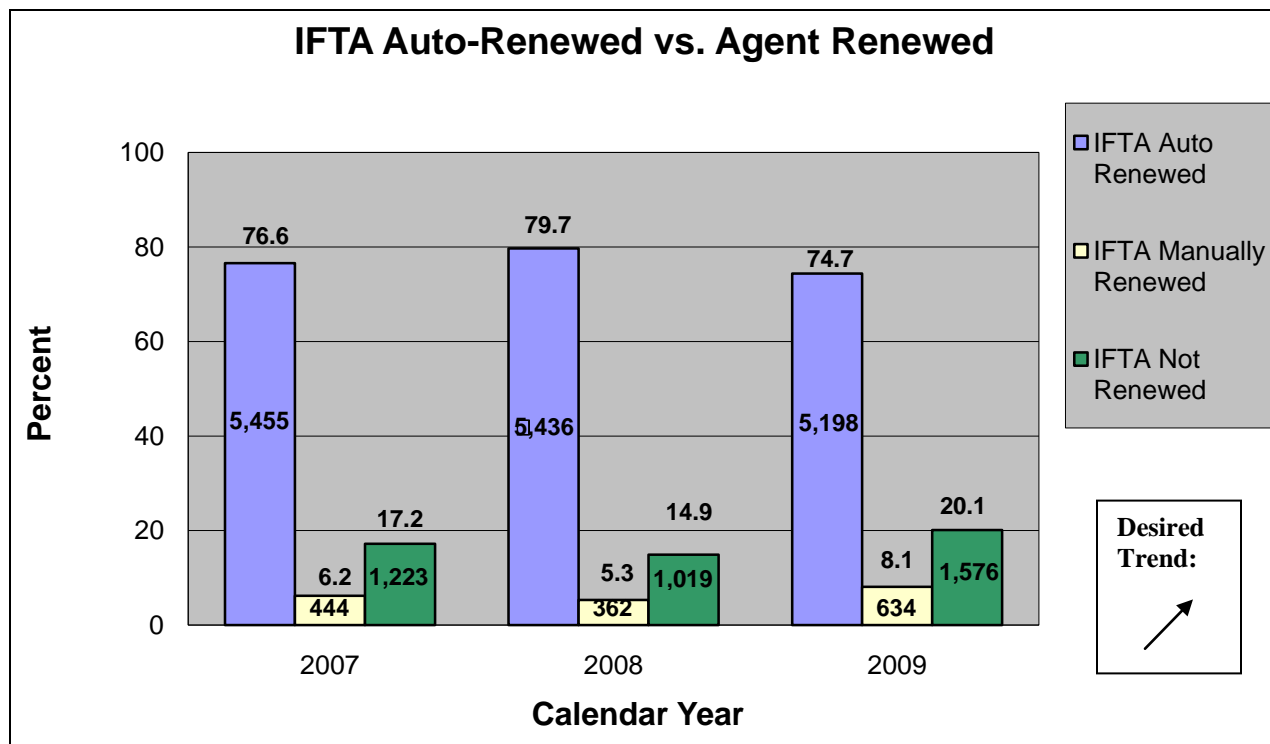
Data is collected monthly and yearly from canned reports in the Motor Carrier Express system. Not all transactions produce a credential. Therefore, auto- and agent-issued transactions do not reflect the total number of transactions worked. Oversize Overweight data is compared quarterly. Because IFTA is an annual credential, the data is compared on a yearly basis.

Improvement Status:

The number of permits issued without agent intervention increased 18 percent from last quarter and decreased 33 percent from fourth quarter 2008. The extensive number of construction zones in Missouri continues to be the major contributing factor. The proof of insurance requirement that went into effect in February 2009 also had an impact because customers cannot apply for permits online if their insurance is not on file.

IFTA renewed 512 fleets during the first quarter 2010. MCS Agents auto-issued 245 of those renewals 267 were manually renewed.





Innovative Transportation Solutions

System Down Time

Motor Carrier Services Director: Jan Skouby

Data Driver: Kelly Ray, Motor Carrier Project Manager

Purpose:

The system down time measure tracks the amount of time various systems used by Motor Carrier Services were out of operation each quarter.

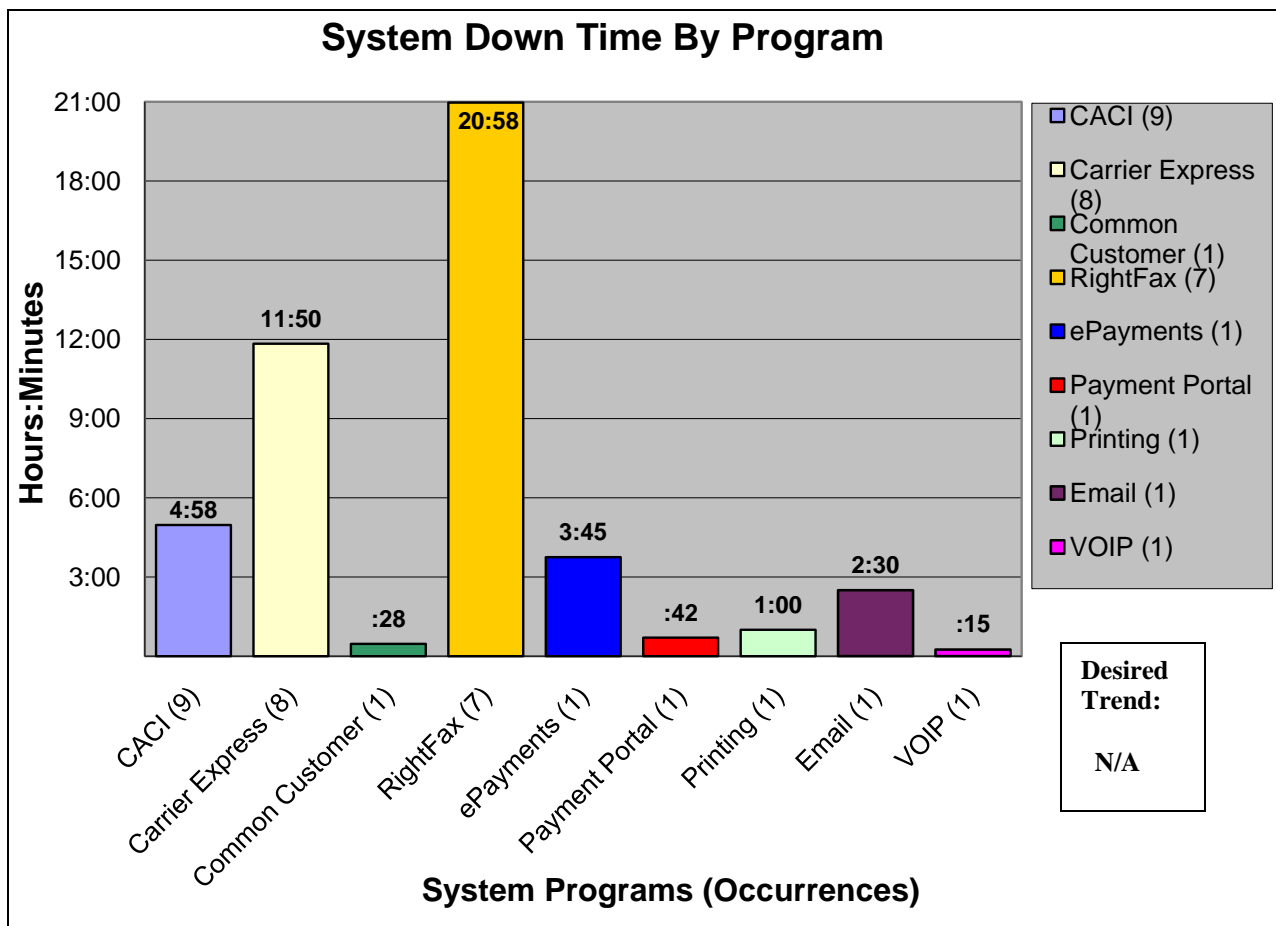
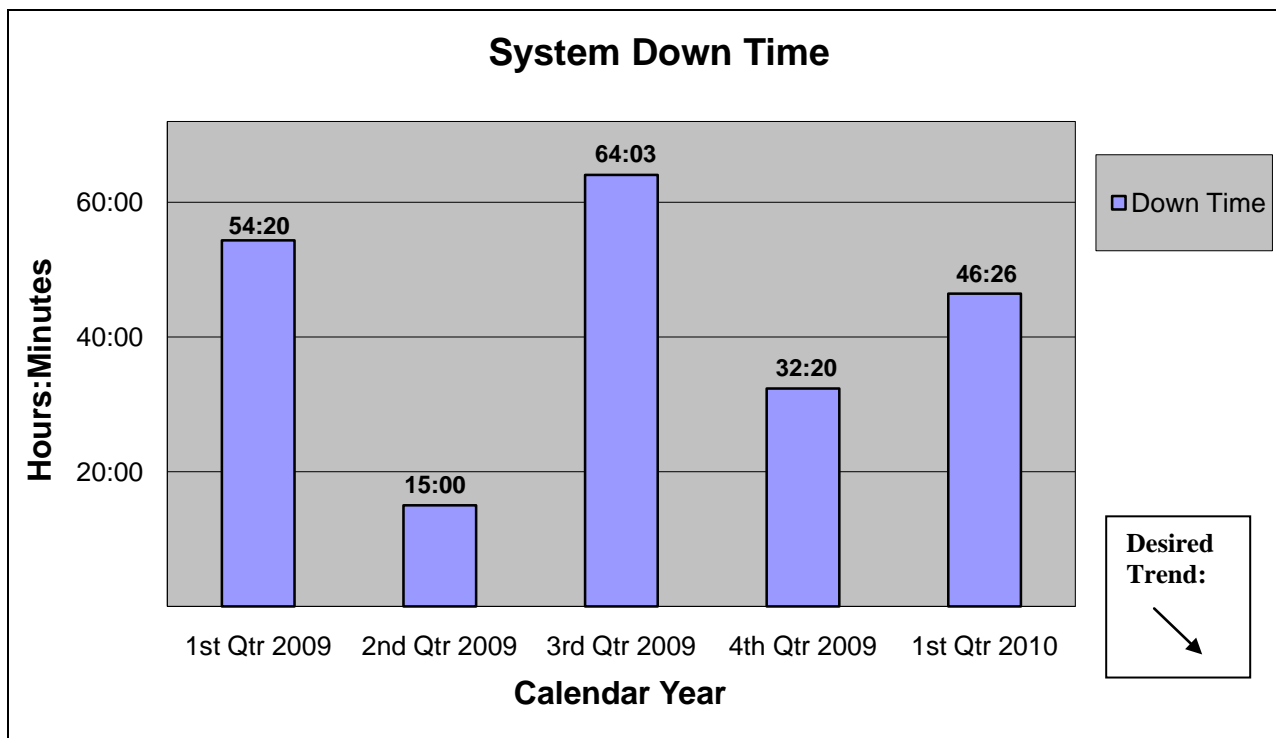
Description:

Designated staff within MCS log system down time. Down time includes periods when specified systems are inaccessible or experiencing slow response times. Slow responses or inaccessibility of specified systems affects the ability to provide an innovative and timely response to customers.

Improvement Status:

System down time increased by a little more than fourteen hours compared to the last quarter. Twenty hours and fifty-eight minutes was attributed to RightFax, our fax software. A meeting with IS was held to discuss concerns over the instability of this software for the past several quarters. The Information Systems Supervisor took away three action items: 1) discuss our concerns with the management team of the vendor, 2) ask the vendor to come on-site and perform a health check of the software since issues resolved over the phone are short-lived, and 3) request a project of discovery to determine the feasibility of replacing the software.

The second largest contributor to down time was MoDOT Carrier Express. Six hours and twelve minutes of the eleven plus hours occurred one morning from 1:00 a.m. to 7:12 a.m. when there was a disruption in MoDOT's network. The third largest down time was four hours and fifty-eight minutes in the CACI module. The CICS software that runs in the CACI module experienced a malfunction following the rehost project that required several configuration changes and was resolved in January.



Innovative Transportation Solutions

Telecommuting and remote work hours

Motor Carrier Services Director: Jan Skouby

Data Driver: Diana Stickler, Motor Carrier Services Support Supervisor

Purpose:

This measure tracks the number of hours MCS employees telecommute or work from a remote location.

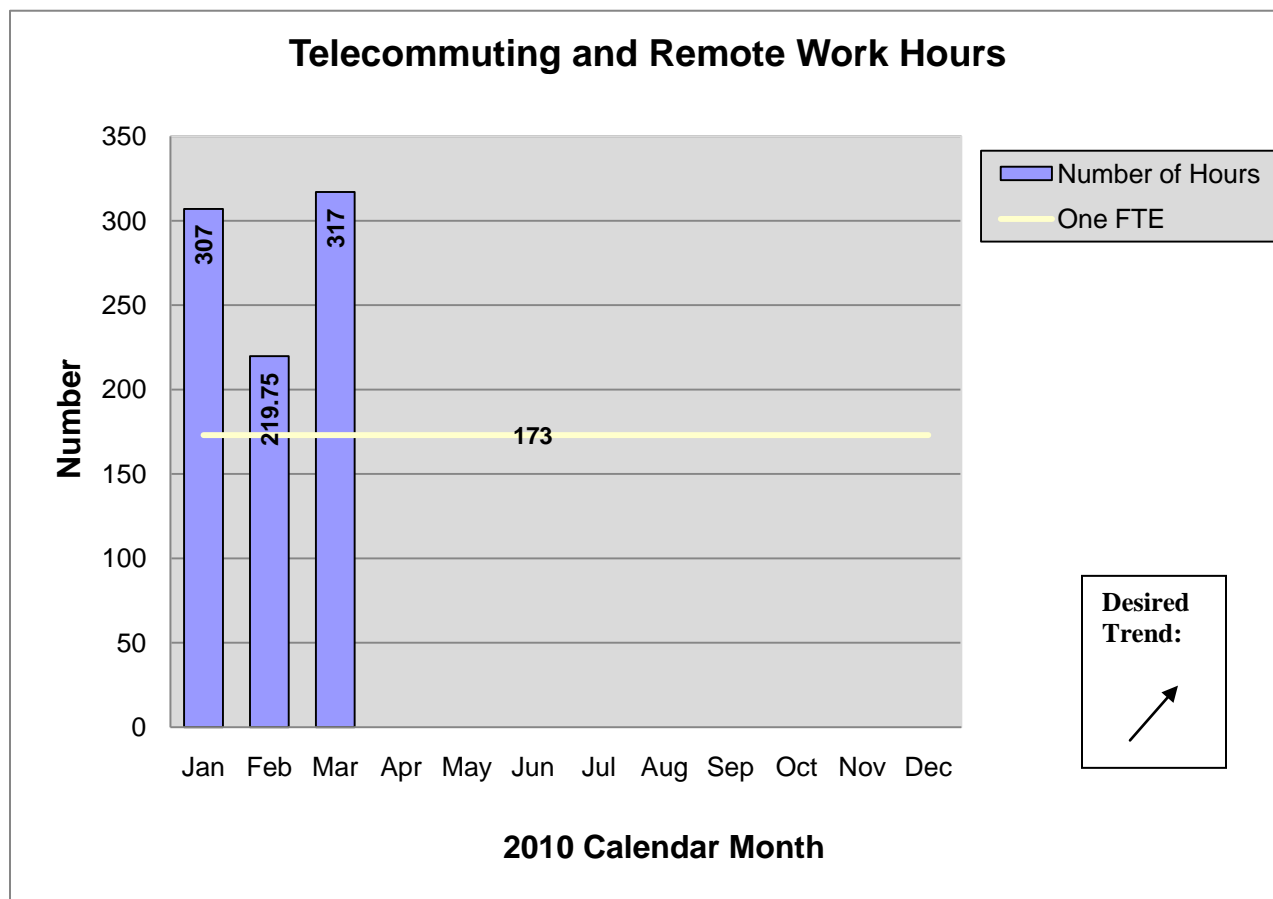
Description:

Telecommuting is an option for MCS employees who are able to perform without diminishing the quality of work, productivity or level of service. The goal is to have the equivalent of 10 full time employees telecommuting in order to reduce costs.

Data is collected through an Excel spreadsheet. Each employee enters the number of hours worked from home or a remote location into the spreadsheet each day they work away from the office.

Improvement Status:

This is the first quarter data is available. The majority of the employees who were able to take advantage of telecommuting were Administrative staff (253 hours), Safety and Compliance staff (124.25 hours) and the Compliance Communication Center (466.50 hours). The total telecommute time for the quarter are 843.75 hours which is equivalent to almost five full time employees.



Efficient Movement of Goods

Percent of satisfied motor carriers

Motor Carrier Services Director: Jan Skouby

Data Driver: DeAnne Rickabaugh, Outreach Coordinator

Purpose of the Measure:

This measure tracks MoDOT's progress toward the goal of expeditiously meeting the needs of the motor carrier industry and facilitating freight movement. MoDOT's Motor Carrier Services team uses the data to identify opportunities to improve customer satisfaction.

Measurement and Data Collection:

MCS personnel, working with Heartland Market Research, LLC, revised a survey to collect customer satisfaction data. A single survey addresses all five MCS program divisions, International Registration Plan, International Fuel Tax Agreement, Oversize/Overweight Permitting, Safety and Compliance and Operating Authority. Survey respondents identified the services they use when doing business with MCS, then indicated their level of satisfaction with 12 customer service factors such as "timely response," "friendly," "respectful," and "outcome." They also gave an "overall satisfaction" score. Customers used a four-point scale: 4 = Very Satisfied, 3 = Satisfied, 2 = Dissatisfied and 1 = Very Dissatisfied.

H. J. Heinz Company is the benchmark for this measure that also mirrors measure 5a, Percent of Overall Customer Satisfaction. The American Customer Satisfaction Index reports that Heinz has the highest customer satisfaction rate of 200 companies and government agencies it scores – 89 percent – which is an decrease compared to last year's score of 90 percent.

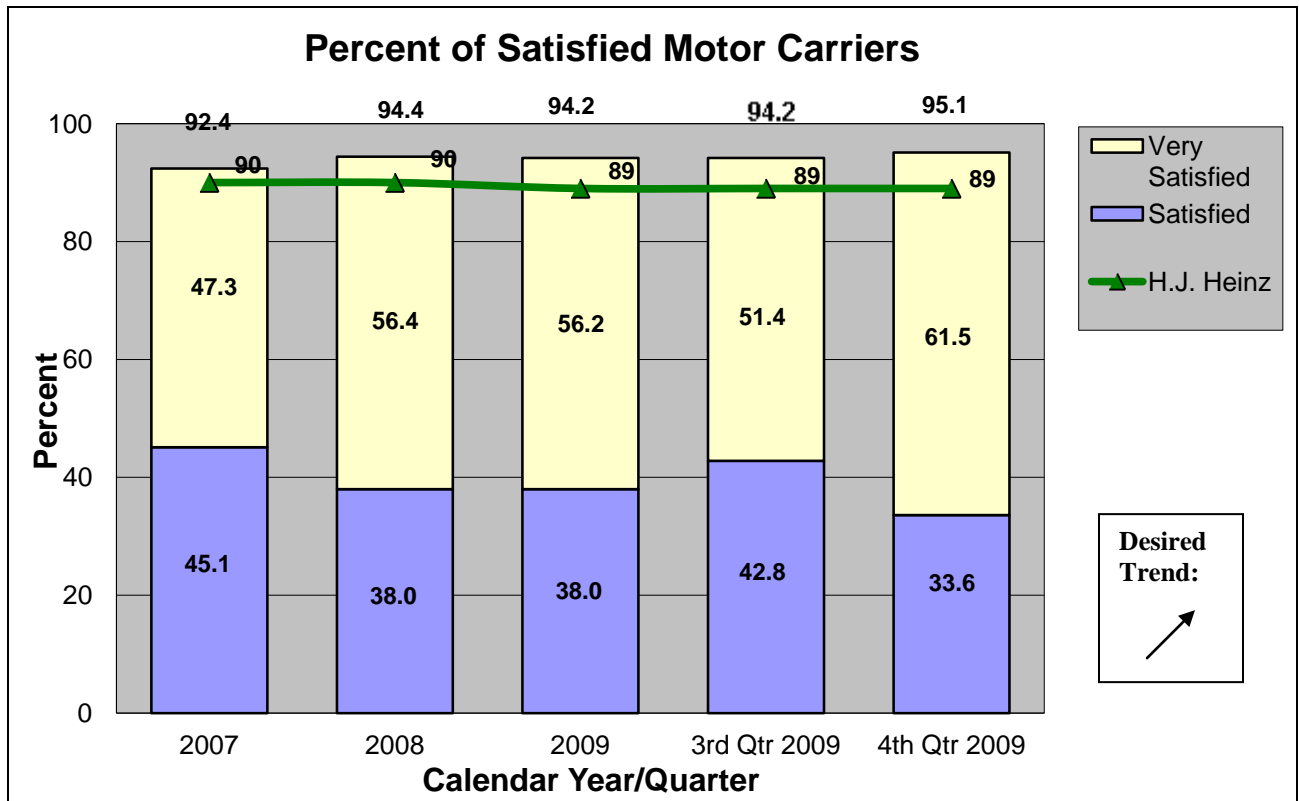
Improvement Status:

This quarter's data stems from customers' opinions of service received between October and December 2009.

The survey reports Motor Carrier Services' customer satisfaction rating remained steady at 95.1 percent in the fourth quarter of 2009, nine tenths of a point above the rating in the third quarter of 2009. When compared to the fourth quarter of 2008, the score is 1.7 points higher. The ratio of people who said they were "very satisfied" with the service they received from MCS in the first quarter 2009 is 61.5 percent, MCS' highest "very satisfied" score to date.

MCS takes risks in an effort to balance resources, optimize employee time and increase customer usage of Motor Carrier Express while still maintaining a high level of customer service. In recent years, MCS decreased resources while increasing output, expectations and customer satisfaction.

Annual ratings for 2007-2009 describe steady progress toward a majority of "very satisfied" customers.



Efficient Movement of Goods

Customer satisfaction with timeliness of Motor Carrier Services' response

Motor Carrier Services Director: Jan Skouby

Data Driver: DeAnne Rickabaugh, Outreach Coordinator

Purpose of the Measure:

This measure tracks motor carriers' satisfaction with MoDOT Motor Carrier Services' speed of response.

Measurement and Data Collection:

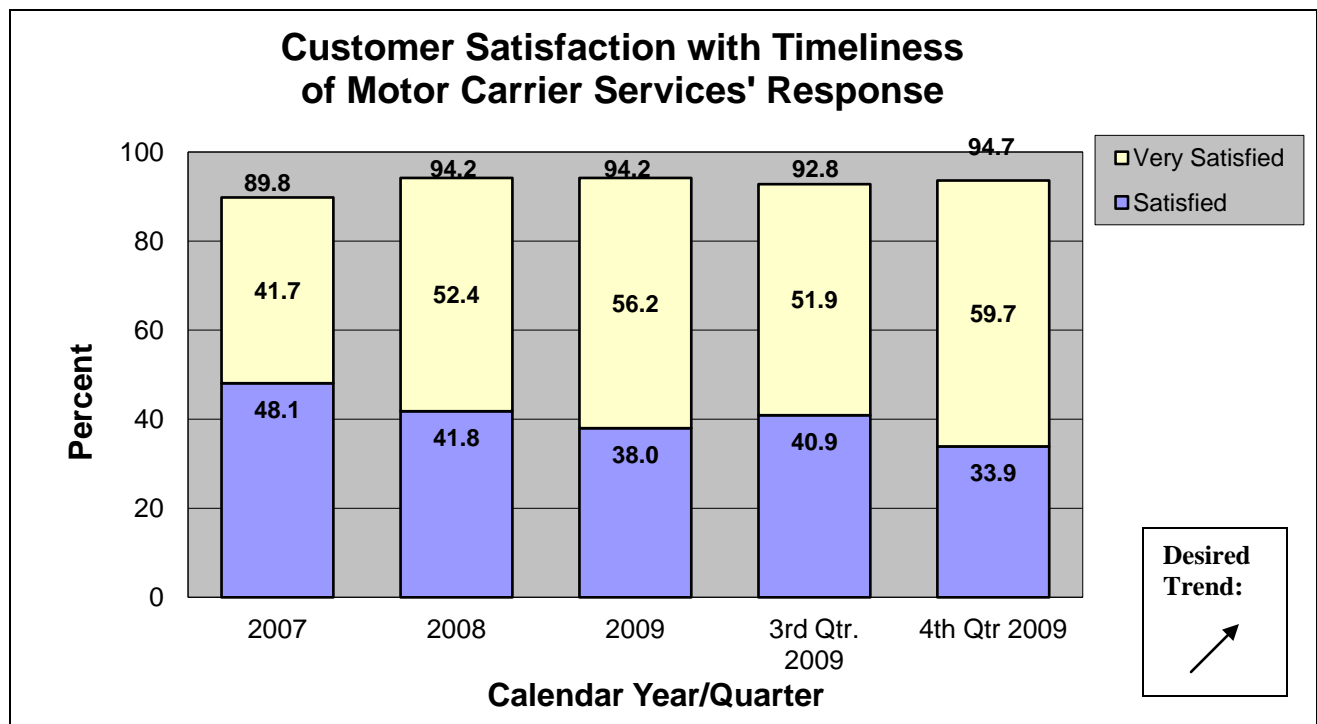
Each month, MoDOT's contractor, Heartland Market Research, LLC, surveys a pool of 800 motor carriers who contacted MCS in the previous month. These customers are asked to evaluate their satisfaction with 12 customer service factors across the five MCS program divisions, International Registration Plan, International Fuel Tax Agreement, Safety and Compliance, Oversize/Overweight Permitting and Operating Authority. "Timely Response" is one factor carriers evaluate with a four-point scale: 4 = Very Satisfied, 3 = Satisfied, 2 = Dissatisfied and 1 = Very Dissatisfied. Survey results are reported quarterly.

Improvement Status:

This quarter's data stems from customers' opinions of service received during October, November and December 2009.

At 93.6 percent, satisfaction with Motor Carrier Services' timely response is 0.8 points higher than last quarter and 0.7 percentage points lower than the same time last year. The rate of "very satisfied" customers rose 7.8 points since last quarter and is 5.7 points higher than the same time in 2008.

With the help of Information Systems, improvements made to the MoDOT Carrier Express oversize overweight permit function resulted in automated issue equal to two full time equivalent positions and the issue of a permit in a single second of time.



Innovative Transportation Solutions

Superload permits issued

Motor Carrier Services Director: Jan Skouby

Data Driver: Debbie Bradshaw, Motor Carrier Compliance Supervisor

Purpose:

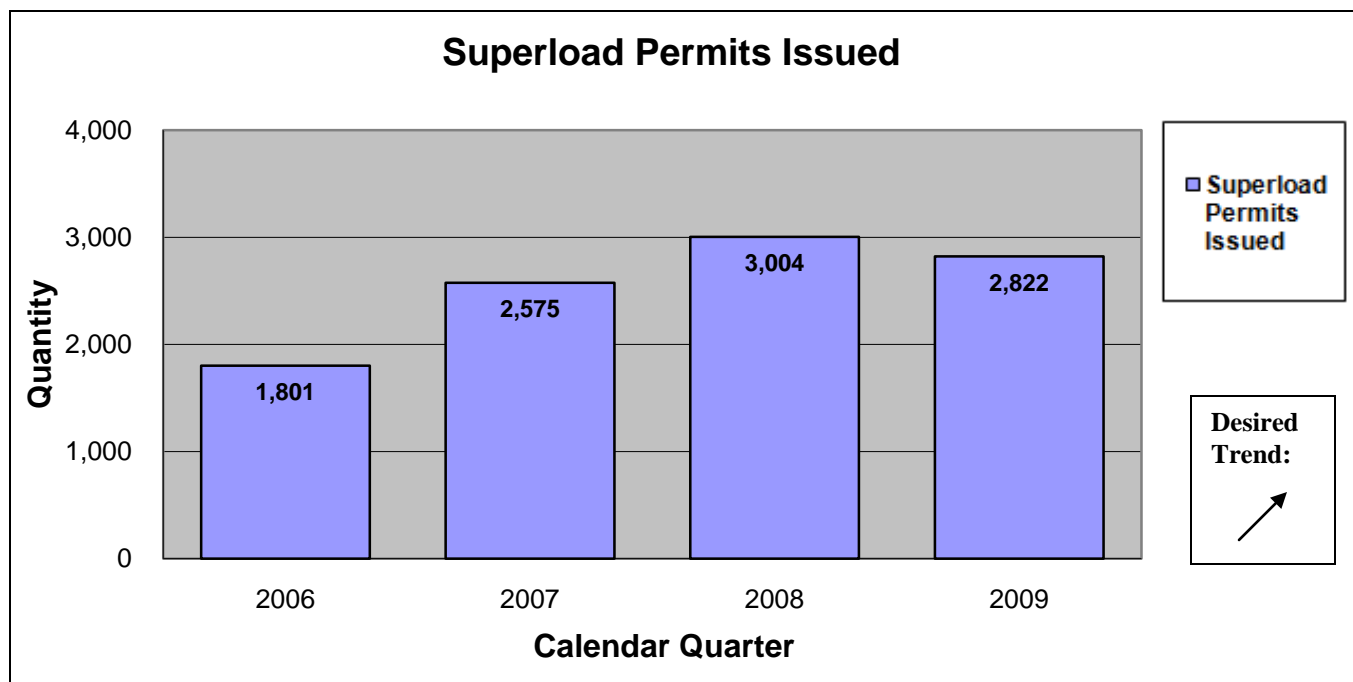
This measure tracks how many transactions in the MoDOT Express system are superloads issued by Motor Carrier Services agents.

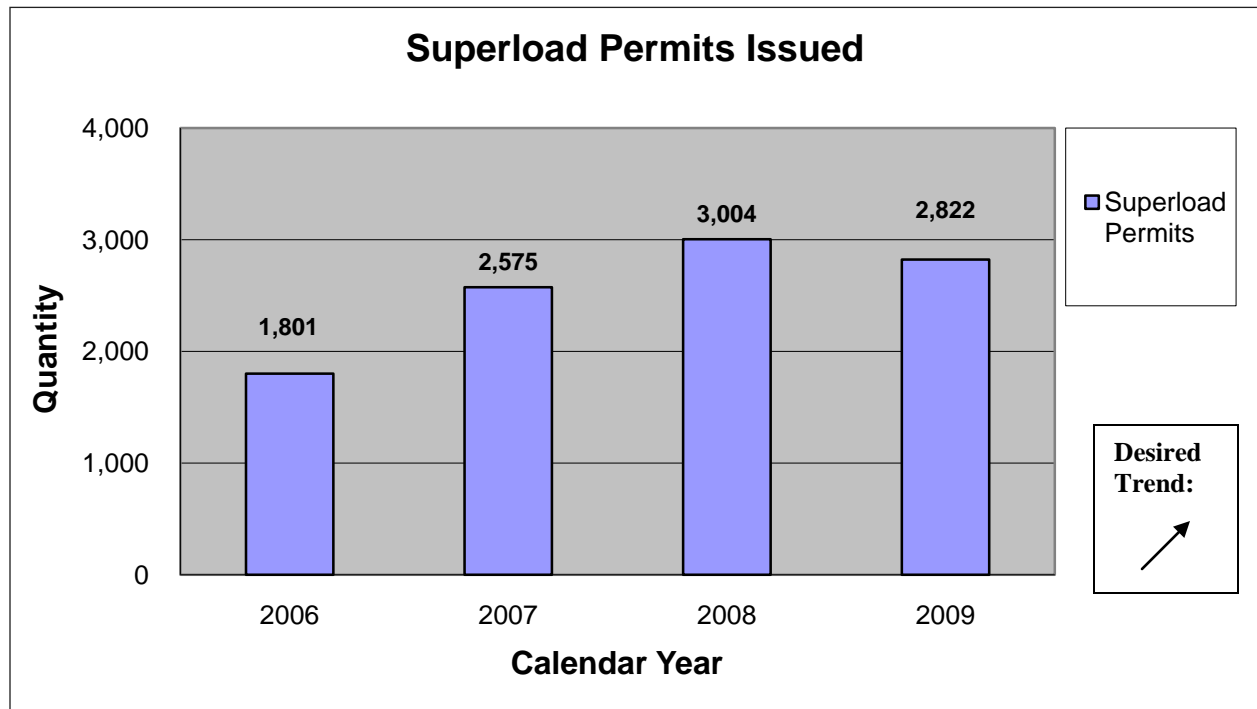
Description:

Data is collected monthly from canned reports in the MoDOT Carrier Express system. The chart below shows the number of superload permits issued in a quarter. A load is considered to be a superload when dimensions exceed 16' wide, 16' high, 150' overall length or 160,000 pounds.

Improvement Status:

Oversize Overweight saw an increase of 30 percent from the first quarter of 2009 to the first quarter of 2010. Safe and Sound projects along with the wind farm industry contributed to the increase of superloads.





Innovative Transportation Solutions

Oversize Overweight permits issued

Motor Carrier Services Director: Jan Skouby

Data Driver: Debbie Bradshaw, Motor Carrier Compliance Supervisor

Purpose:

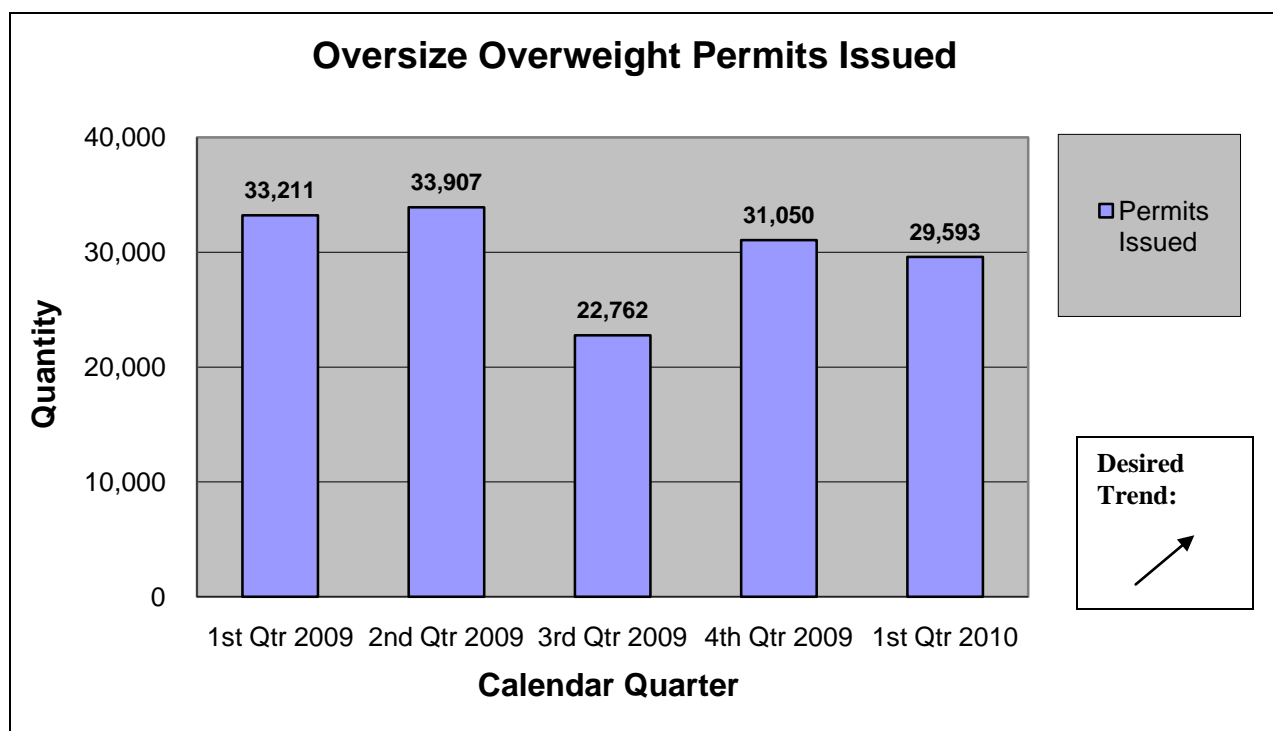
This measure tracks the number of oversize and/or overweight permit transactions in the MoDOT Carrier Express system.

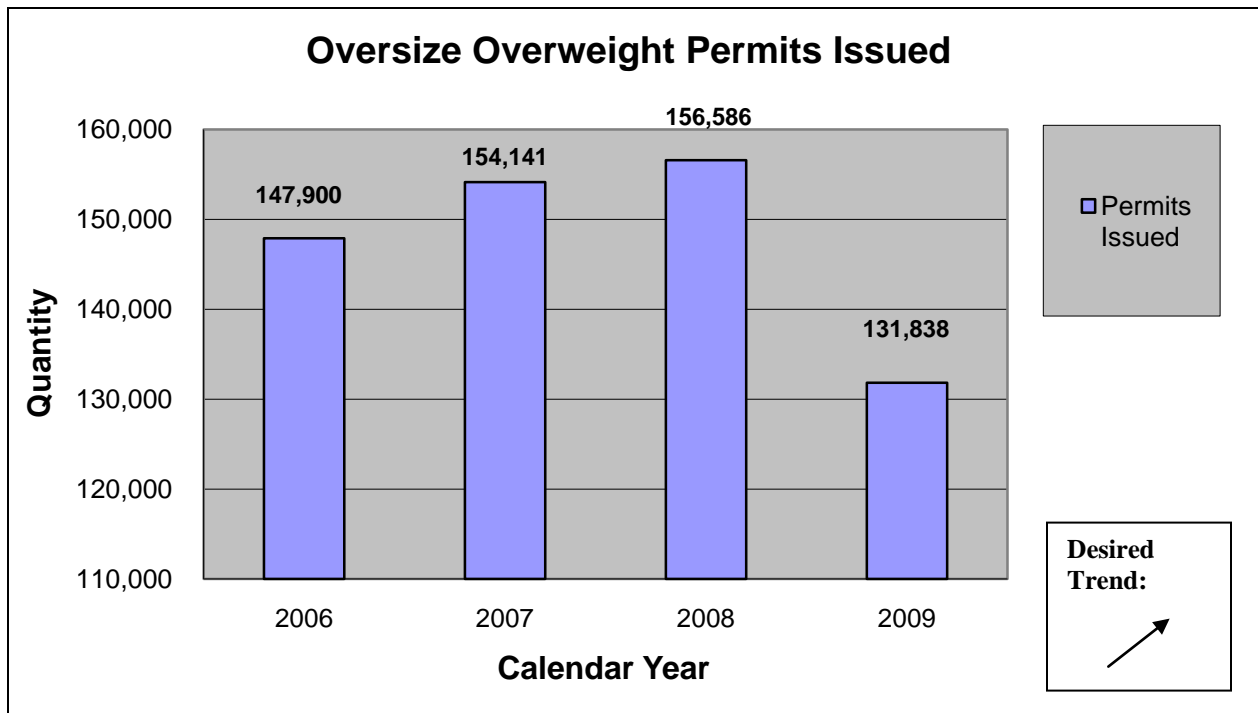
Description:

Data is collected monthly from canned reports in the MoDOT Carrier Express system. The chart below shows the total number of oversize and/or overweight permits issued per quarter and per year.

Improvement Status:

Oversize Overweight saw a decrease of 10 percent in permits issued from the first quarter of 2009 to the first quarter of 2010. The economy played a major role in the reduction of permit quantities. Many companies hauled fewer OSOW loads or went out of business altogether.





Efficient Movement of Goods

Average pending time of granted intrastate operating authority

Motor Carrier Services Director: Jan Skouby

Data Driver: Tina Thurman, Motor Carrier Compliance Supervisor

Purpose:

The purpose of this measure is to track the average number of days an application for Intrastate Authority was pending prior to issuance. This data is used to determine an acceptable duration of pending time and to help improve Operating Authority customer service response time ratings.

Description:

The application to obtain Missouri Intrastate Operating Authority is the MO-1. It is the starting point for what can be a confusing and lengthy process for intrastate authority applicants. The process can be delayed as customers collect required documentation and approvals that originate from multiple sources.

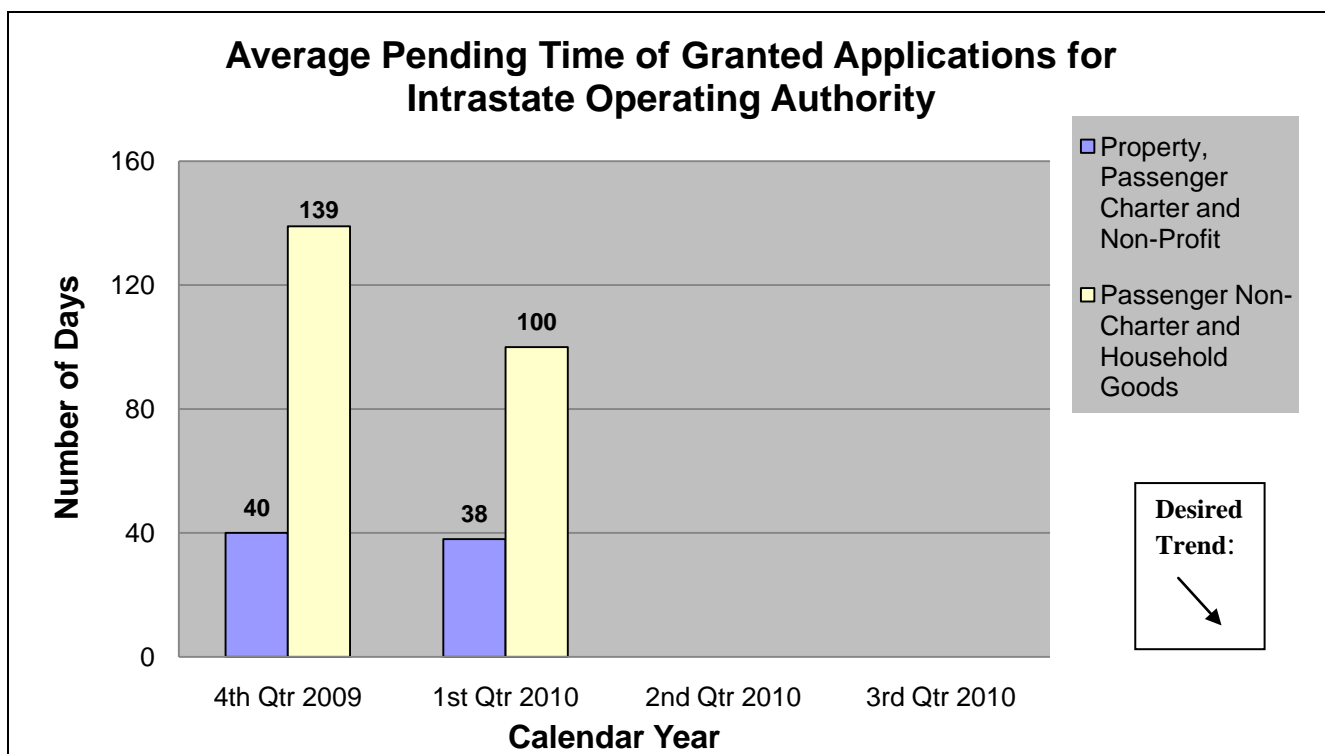
Applications for transportation of property, passengers (in charter service) and non-profit non-charter service have been streamlined by deregulation. However, the application process for transportation of passengers in non-charter service and for household goods is heavily regulated, resulting in longer application pending times. These customers must provide financial information and go through a 14-day notice registry process whereupon other authorized carriers can intervene and request denial of authority. These carriers must also obtain statements from potential customers as proof that there is a need for their services.

The average pending application time in the chart below displays a separation of applications that are streamlined and applications that have additional regulation requirements. The average number of pending days is based upon calendar days. Weekends and non-working holidays are included in the count. MCS returns applications after a period of ninety calendar days if the applicant has not complied with all application requirements.

Improvement Status:

The first quarter of 2010 produced an average pending time of 38 days for streamlined MO-1 applications. This is a slight decrease of two days pending time. A staff member made an error by granting authority on an application that had previously been returned. This resulted in a pending time of 799 days for that applicant. Without this staff error, the average pending time for a streamlined MO-1 applicant is 31 days. Applications that exceeded the average pending time totaled 38 in the first quarter. Reasons for pending time longer than average included MCS waiting for insurance filings (19), name corrections to the application or other registrations (7), Safety and Compliance approval (7), application corrections (3), and staff errors (2).

The first quarter of 2010 produced a decrease of 39 days to the average pending time of non-streamlined applicants. The average pending time for the first quarter of 2010 is skewed because only two applicants were granted authority during this quarter. The process for one of the applicants went fairly smooth, which resulted in a pending time of 48 days. The other applicant encountered problems defining their route and the subsequent tariff filing. This applicant experienced a pending time of 151 days. The average pending time for the fourth quarter contained an applicant who experienced a pending time of 445 days due to their application being intervened upon and going through the Administrative Hearing Commission process.



Best Value for Every Dollar Spent

Motor Carrier Services' contribution to highway and state road funds

Motor Carrier Services Director: Jan Skouby

Data Driver: Joy Prenger, Accounting Services Supervisor

Purpose:

State revenue includes three major components of taxes and fees paid by highway users; motor fuel taxes, motor vehicle and drivers licensing fees and motor vehicle sales and use taxes. Motor Carrier Services contributes to state revenue in two of the three major components; motor fuel taxes and commercial motor vehicle licensing fees.

Description:

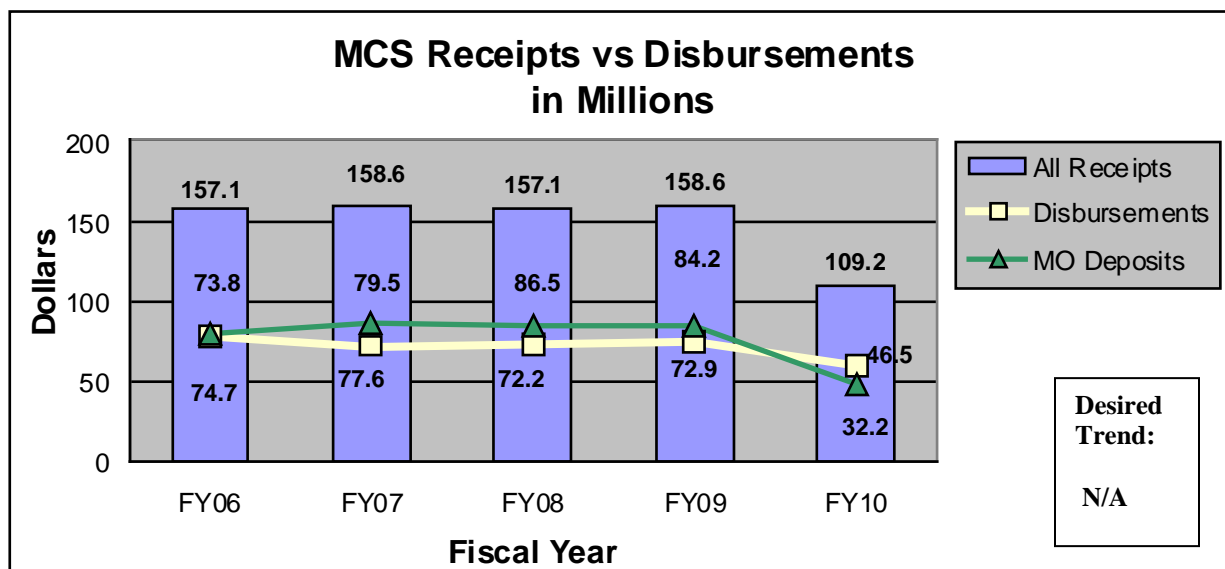
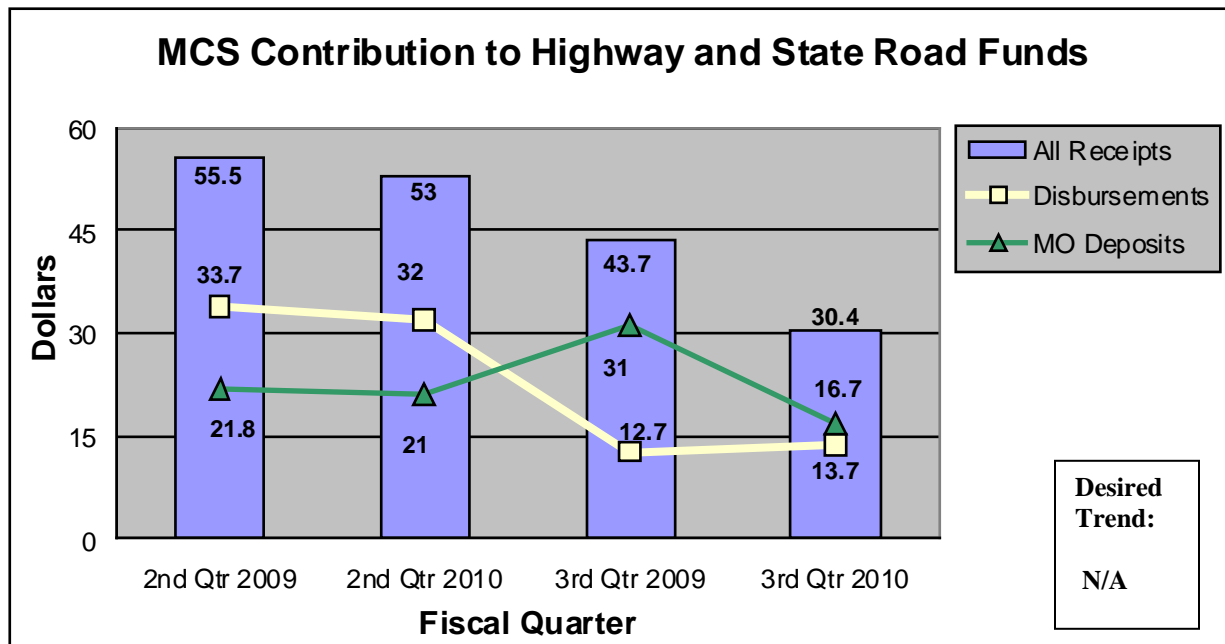
MCS collects state and non-state funds. Collections and disbursements are recorded in the statewide financial accounting system for nine state funds and two non-state funds. Collections for the International Registration Plan and the International Fuel Tax Agreement include state and non-state funds. Collections for the Intrastate Exempt/Intrastate Regulatory Authority, Hazardous Waste/Waste Tire Transporters, Unified Carrier Registration, Grade Crossing Safety Program, Public School Program, City and County Distributions, Titles and Oversize Overweight permits include only state funds. Cities, counties and St. Louis City receive 25 percent of Missouri Schedule II fees.

This data is collected based on revenue recorded in the statewide financial accounting system and the MCS accounting system by fund.

Improvement Status:

During the first quarter 2010, which is the third quarter of fiscal year 2010, MCS total receipts decreased by 31 percent compared to the same quarter in the prior fiscal year. MCS contributions to the highway and state road funds decreased by 46 percent.

Funds netting for two MCS programs caused timing issues this quarter. Pending proposed fees for 2010 UCR registrations affected MCS UCR collections. Receipts have decreased by 98.9 percent. CCC and OPA staff continue to collect prior year registration fees. UCR audit fee collections for 2007 total \$426.00 and prior year registration fees for 2008 total \$ 3,602. OSOW permit sales decreased by 3 percent. Hazardous Waste decreased by 4 percent versus last quarter and Scrap Tire fees which MCS collects for DNR increased by 16 percent. Title Fees, which MCS collects for the Department of Revenue, increased by 698 percent.



Best Value for Every Dollar Spent

Distribution of Motor Carrier Services' expenditures

Motor Carrier Services Director: Jan Skouby

Data Driver: Mike Williams, Intermediate Financial Services Specialist

Purpose:

The purpose of this measure is to demonstrate a responsible use of taxpayers' money and funds received from the Federal Motor Carrier Safety Administration. The expenditures and reimbursements determine costs to MoDOT.

Description:

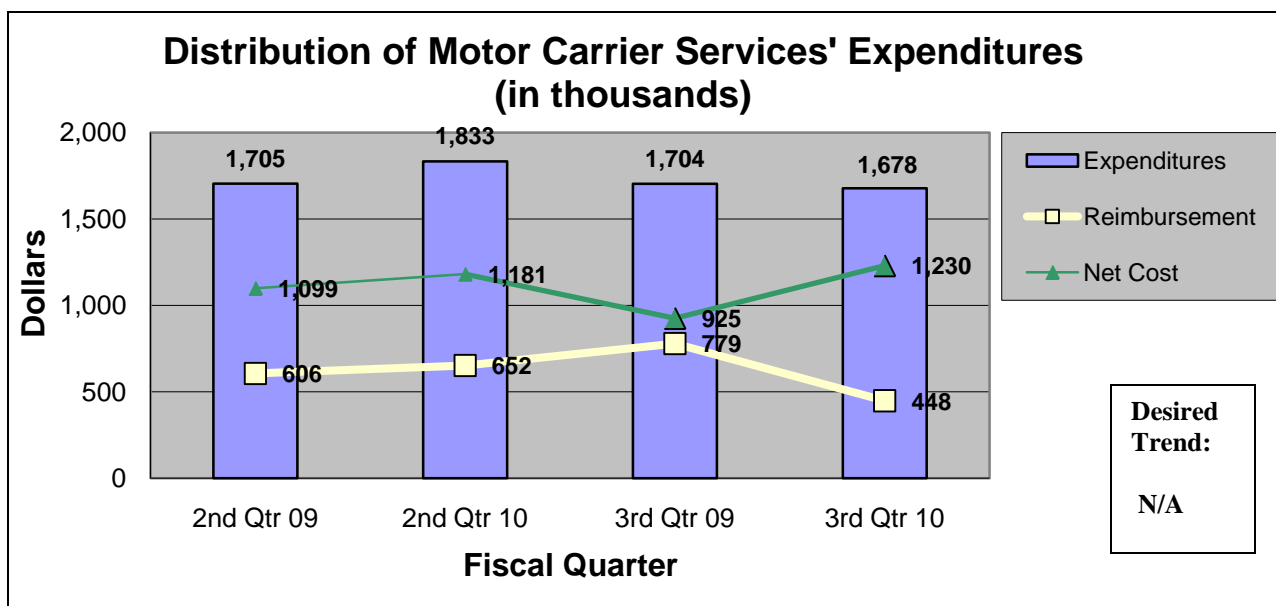
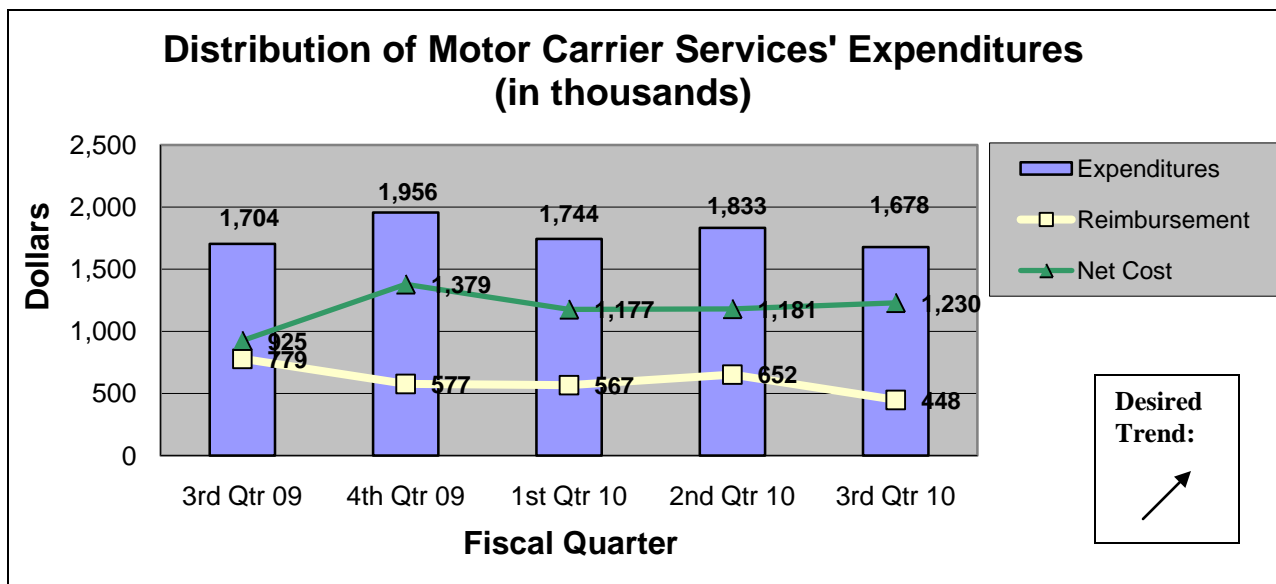
Motor Carrier Services' Safety and Compliance receives eligible funds with standards and procedures to administer the Motor Carrier Safety Assistance Program and the Motor Carrier New Entrant Program. MoDOT is reimbursed 80 percent of the approved costs for MCSAP and 100 percent of approved costs for the New Entrant Program. In addition, Motor Carrier Services receives eligible funds from the Commercial Vehicle Inspection and Networks (CVISN) deployment grant program. MoDOT is reimbursed 50 percent of the approved costs for the CVISN program.

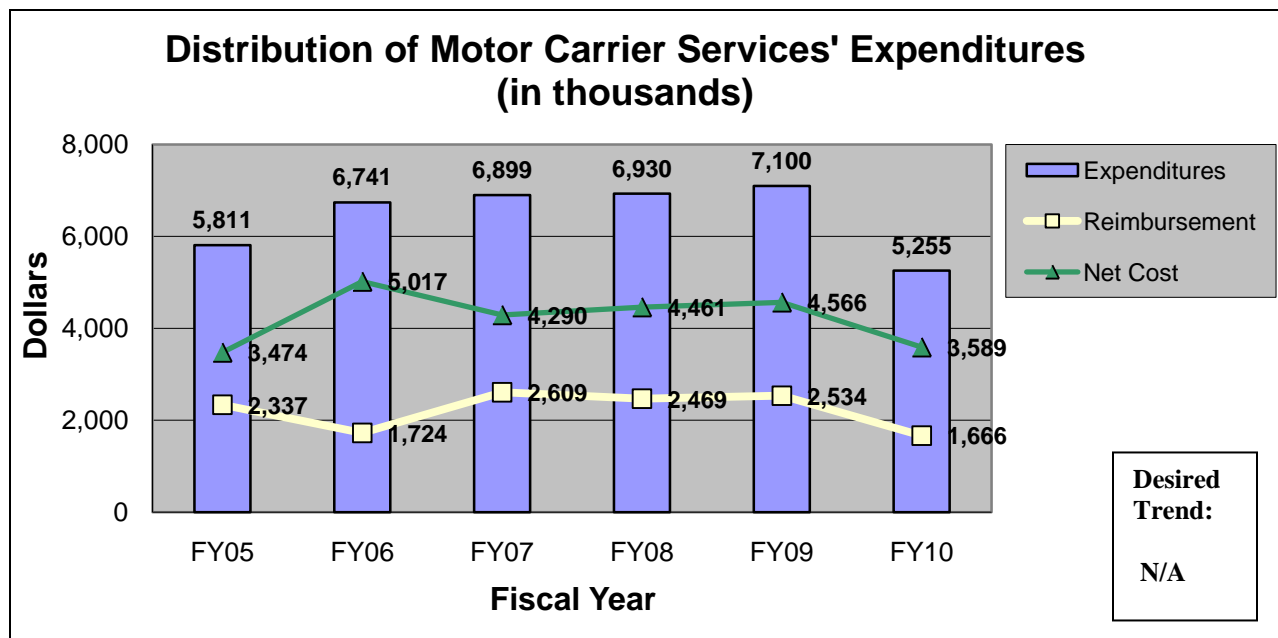
MCS expenditures from its budgeted appropriation are collected based on cash expenditures. The data is collected and reported quarterly based on expenditures and reimbursements recorded in the statewide financial accounting system. Expenditures consist of actual dollars for Personal Services (wages) and Expense and Equipment. Some fringe benefits are actual dollars (health care and retirement for employees under MoDOT's systems), and some are estimated due to being lumped in large appropriations with all other state employees (OASI, deferred compensation, unemployment insurance, and health and retirement for employees under MOSERS and MCHCP). Total expenditures mirror the information in MoDOT Tracker Measure 15m.

Reimbursements are actual dollars received, and are stated on a cash basis.

Improvement Status:

The third quarter of 2009 shows an unusually high amount for reimbursements, and thus an unusually low level of net cost, due primarily to reimbursement for the purchase of ten vehicles. This major purchase totaled nearly \$130,000. The fourth quarter of 2009 shows an unusually high amount for expenditures, and thus an unusually high level of net cost, due primarily to payments incurred for the MoDOT work zone advertising campaign. These payments totaled nearly \$200,000. The reimbursements received in the third quarter of 2010 are unusually low, and thus net cost is unusually high, due to a timing issue with receiving the January 2010 MCSAP voucher claim, which normally would be reflected in that quarter's data, but will not be received until the fourth quarter of 2010. This voucher claim totaled nearly \$102,000.





Best Value For Every Dollar Spent

True costs of MCS personal services

Motor Carrier Services Director: Jan Skouby

Data Driver: Mike Williams, Intermediate Financial Services Specialist

Purpose:

The purpose of this measure is to provide a communication tool for management and staff to understand the true, full costs of Motor Carrier Service employee wages, including all fringe benefits paid for by the State.

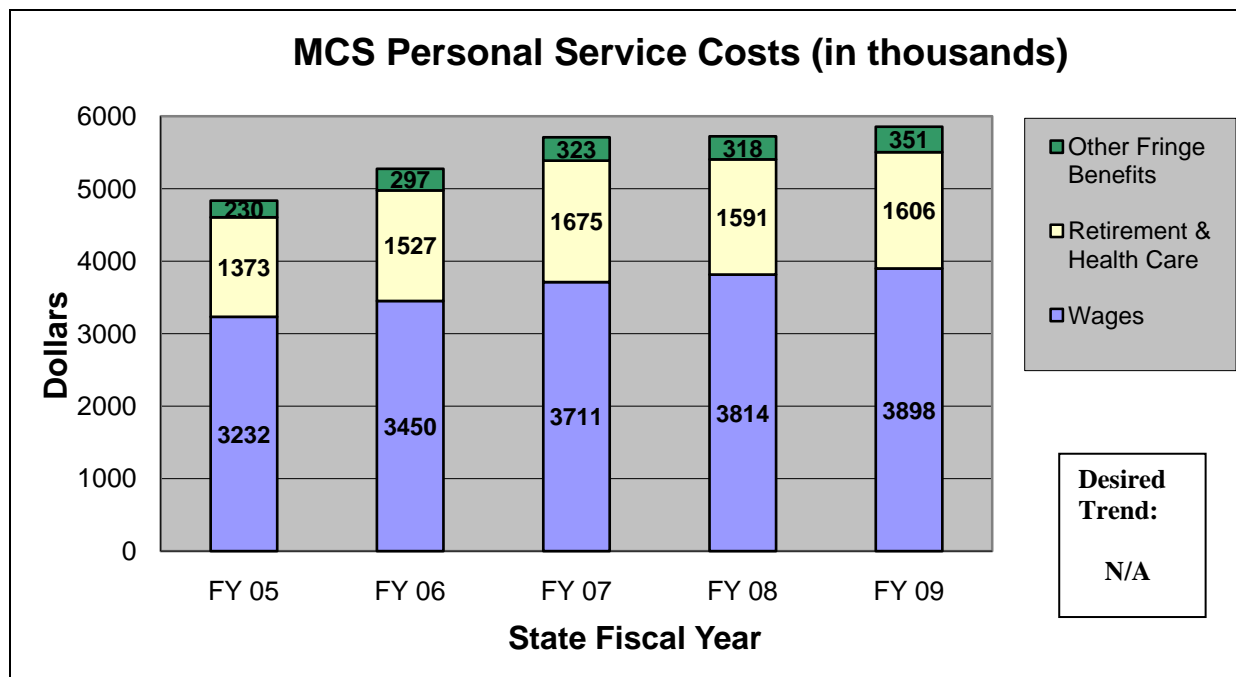
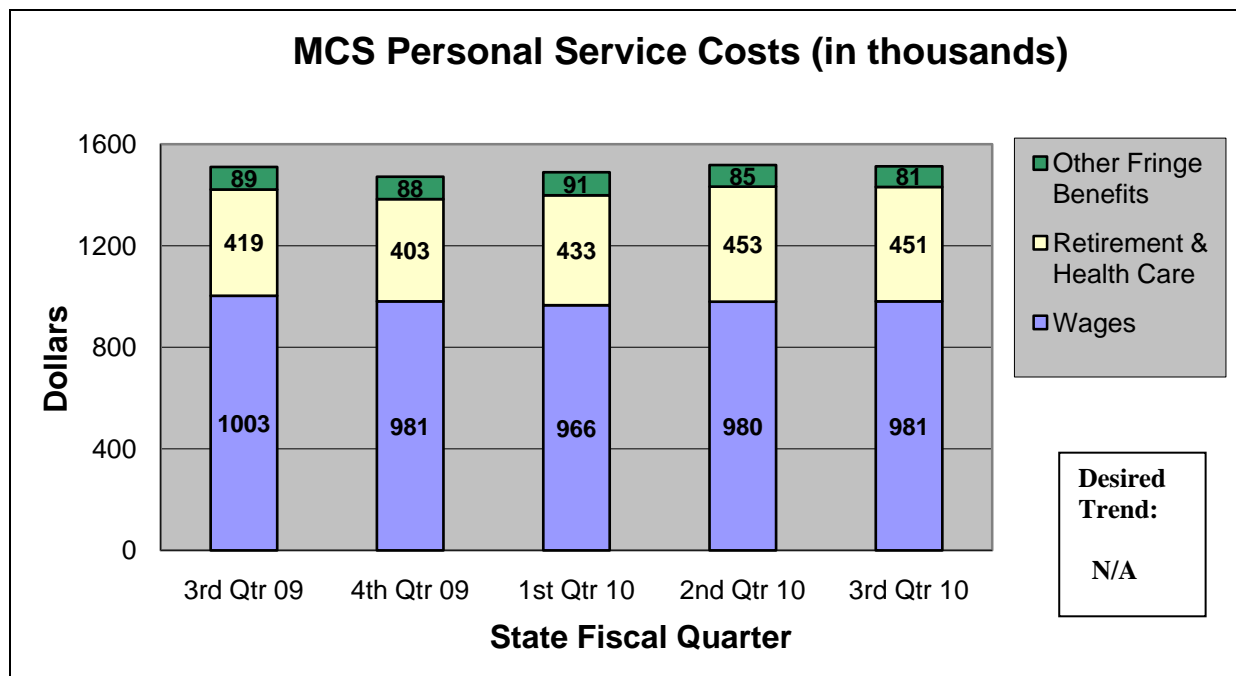
Description:

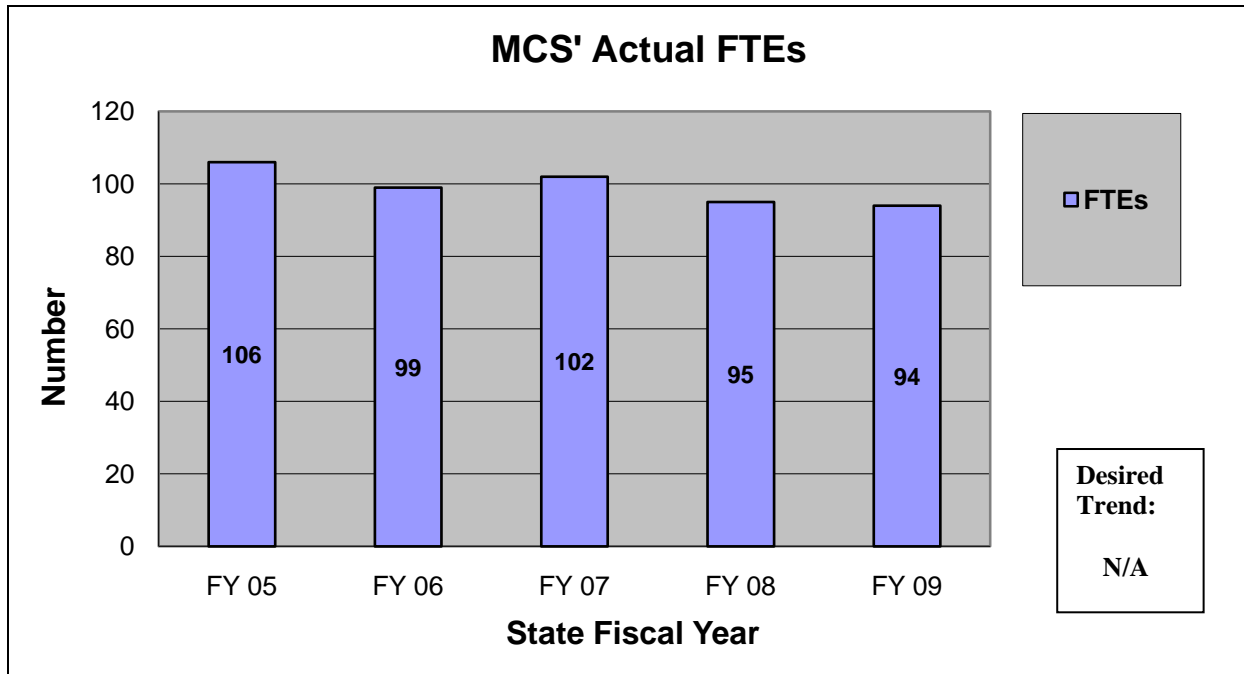
The data shown on the first two graphs consists of three distinct cost areas. The largest is employee wages. The second largest is the combined cost of contributions for retirement and health care. The third and final cost area is “other fringe benefits”, which consists of social security, deferred compensation, unemployment insurance, and post-retirement health care contributions. The final graph shows the number of actual full time equivalent employees (FTEs) at Motor Carrier Services at the end of each state fiscal quarter.

Improvement Status:

Retirement and Health Care costs are running at about 45.7 percent of wages during FY 10, as compared to FY 09, when these same costs ran at about 41.2 percent of wages. There are two factors at work to increase these costs. The first factor is the overall inflation rate in the health care field, which dwarfs the inflation rate for employee salaries and drives up the cost of providing health benefits to employees. The second factor is the large difference in the contribution rate for retirement for employees covered under MOSERS versus employees covered under MoDOT’s retirement system. As MOSERS employees gradually leave Motor Carrier Services, all new hires replacing these employees are covered by MoDOT’s retirement system, thus increasing the fringe benefit costs to MoDOT.

Other fringe benefit costs continue to run at a fairly consistent percentage of wages as compared to prior years. The primary reason for this is that other fringe benefits consist primarily of employer social security contributions, which are based on a fixed percent of wages that has remained unchanged for many years.





Advocate for Transportation Issues

Fiscal notes

Motor Carrier Services Director: Jan Skouby

Data Driver: Ken Sowers, Motor Carrier Project Manager

Purpose:

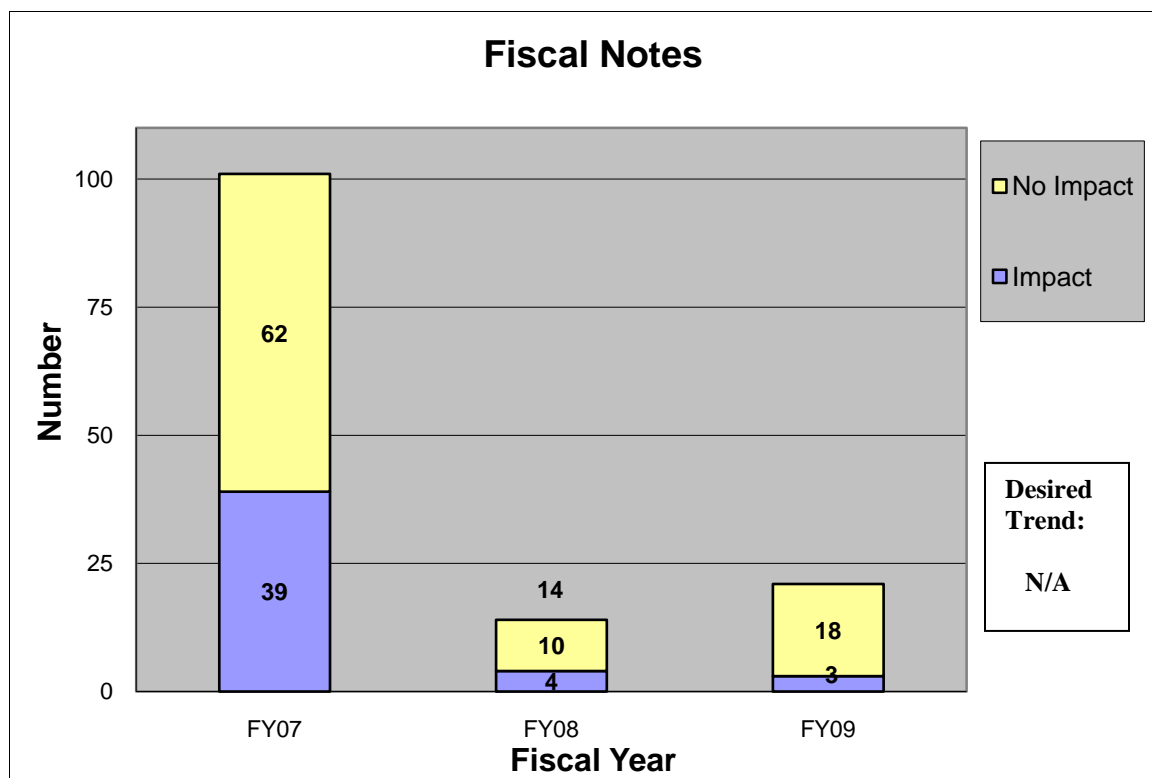
This measure reports the number of fiscal note comments MCS provides each legislative season. The number of fiscal note requests received reflects the amount of legislation that could have an impact on the division. This measure also reflects the continued growth in the importance of feedback from the MCS division.

Description:

The data for this measure is obtained from MoDOT Governmental Relations.

Improvement Status:

Three fiscal notes could have had an impact on MCS. One bill regarded the removal of certain criminal records. Two addressed transportation of railroad workers. Both would have imposed various regulations (hours of operation, acquisition, review and maintenance of driver records, liability insurance standards, etc.) on contract carriers that transport railroad employees.



Accurate, Timely, Understandable and Proactive Transportation Information (Outbound)

Number of outreach opportunities and attendance totals

Motor Carrier Services Director: Jan Skouby

Data Driver: Bill Hampton, Motor Carrier Investigations Specialist

Purpose:

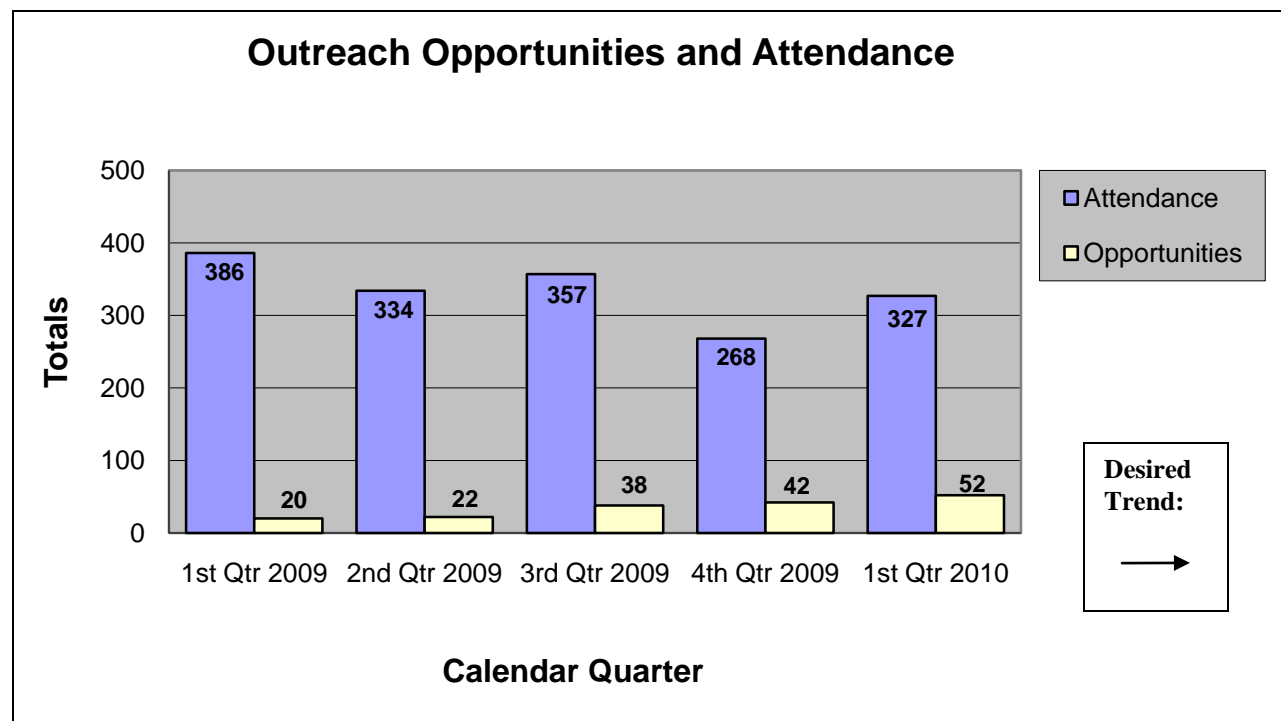
This measure tracks the number of people attending outreach sessions conducted by Motor Carrier Services. It helps determine where outreach sessions are most beneficial. The number is also reported to the Federal Motor Carrier Safety Administration for grant obligations.

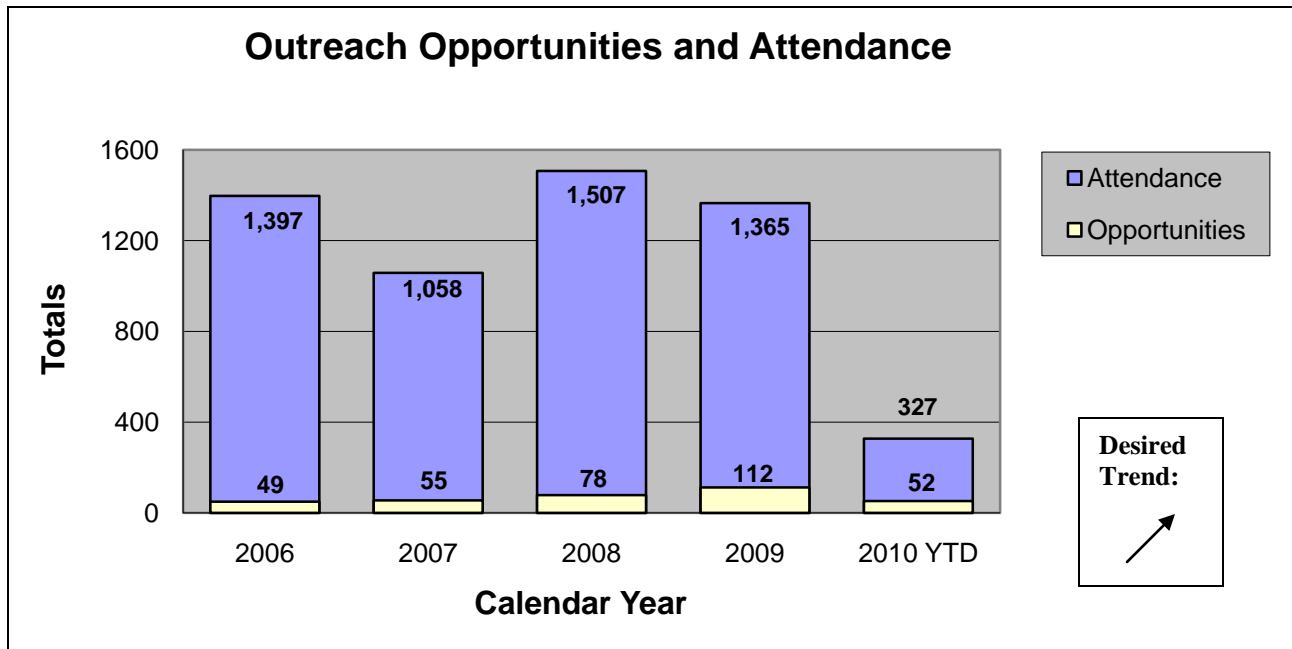
Description:

Motor Carrier Services aims to meet the motor carrier industry needs with educational outreach sessions. MCS offers: credentialing, general safety, hazardous materials, agriculture, driver, medical, SafeStart and passenger carrier training statewide. These outreach sessions educate motor carriers and drivers on state and federal regulation. Through education, carriers become more familiar with the regulations and develop safe management practices thereby resulting in fewer accidents. Attendees sign in at each location. At the end of each session the district supervisor or CCC analyst reports the number of attendees to the Safety and Compliance office assistants in Jefferson City.

Improvement Status:

The number of attendees returned to an average level with increased efforts in scheduling outreaches in alternate locations. The number of outreaches offered has increased and is primarily a result of the SafeStart outreaches which account for half of the opportunities and 99 attendees. MCS can directly attribute a motor carrier's success at passing the Federal Motor Carrier Safety Administration's New Entrant Safety Audit with a SafeStart attendance. The carrier's success is a direct reflection of their education and safety posture which directly attributes to the reduction of the accident rate.





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